



Greg Cortese

Starter single family homes can be unaffordable to first time buyers making condominium living much more attractive.

Message from the President

Pride in Ownership. Spring is here and for those of us that live in a single family home we have already commenced our seasonal checklist of maintenance items around our home. This may include tasks such as cleaning leaf filled gutters, checking the drainage around the foundation and dealing with all the dead plants in your flower beds.

If you are a condominium owner you have nothing to worry about because you have bought into carefree and maintenance free living! No yard work. Ever! No mowing, no raking, nothing! After all isn't this why you pay condominium fees? When you purchased your condominium you also bought a specific lifestyle that is very different from a single family home. Whether you are retired empty nesters or a young busy professional, the value proposition to condominium living is huge.

As a result more and more people are considering condominium living. As a society we are having less children then we used to. The 2011 Canadian census statistics tell us that the average

child per family has decreased from 2.7 to 1.9 since 1961. The need for a traditional single family home full of bedrooms isn't as important as it used to be. In addition, starter single family homes can be unaffordable to first time buyers making condominium living much more attractive.

It is this carefree owner mentality, paired with our busier lifestyle, that is part of a bigger challenge that condominium corporation's face today. Prevention and maintenance are not a high priority to many unit owners. Dealing with an internet outage and replacing burned-out light bulbs are fixed sooner than a leaky faucet. Truth is, as an owner, you have a common

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Condo of the Year

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- keep updated on chapter events
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message from the president

(continuation)

interest in the overall longevity of the property. Yes, there is a board of directors that have graciously volunteered their personal time to assist and a property manager whose duties are defined by the management contract. However, the board and property manager cannot be held responsible for maintaining, repairing and managing every part, of every unit, in every building. Owners must be every bit as conscientious about the building as the board and property manager. There is a great benefit to having all owners with a pro-active mind set to keep the building and their units in good order. That same pride in ownership that exists with single family homeowners needs to exist with condo unit owners. Failing to maintain and properly caulk your bathtub could lead to mold and water damage within your unit and may even spread to a neighboring unit. Failing to check the grading around your town home could lead to a water ingress problem. Yes, some of these common elements are ultimately the responsibility of the board and/or

property manager. But the same level of responsibility needs to exist with unit owners. Owners who embrace that responsibility will diligently care for not just their own unit, but the building as a whole.

A condominium board of directors can become more effective by educating unit owners on a periodic basis. Provide a Spring and Fall memo or newsletter reminding each homeowner of maintenance items to be aware of within their unit. For example, a winterization checklist in the Fall or a general maintenance checklist would serve helpful. This awareness component is a good start to shifting the mindset.

In the end, it's to everyone's benefit to have unit owners understand and appreciate their personal stake in the building they call home, and to take an active, dynamic role in making that home the best it can be. In an environment where condominium developments will continue to grow, a small shift in the modern day unit owners' mind set will improve condominium living and benefit everyone in the community.

Greg Cortese

CCI South Alberta Chapter, President

CCI Condominium Management Course

Condominium Management 101

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CONDO PROTECT

FROM



Renters beware

Condo renters still have to abide by condo bylaws

By Maria Bartolotti

Q: The tenants of a rental unit in my condo are a constant source of complaint with their loud partying and pets running around without a leash. Is there anything the board can do to make them stop?

A: Having troublesome neighbours can be a headache, but if your neighbour is just renting his condo unit, you do have some recourse.

My recommendation would be to read through the “use and occupancy restrictions” of your corporation bylaws. This will give you a good indication of what is or is not covered inside your unit.

The bottom line is that a renter in a condominium is responsible for the same rules and regulations that an owner living in a condo is responsible for.

In fact, they are responsible for adhering to the bylaws of the condo, the Condominium Property Act (CPA) and the Residential Tenancies Act (RTA).

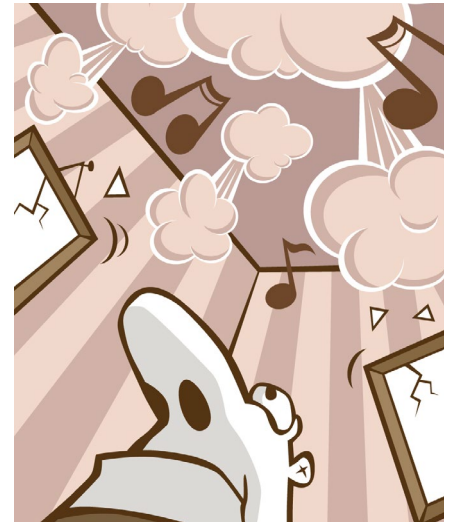
In my opinion, it is crucial for a tenant looking to rent a unit in a condo

to first ensure that they understand exactly what it means to reside in a condo. They should familiarize themselves with the bylaws of the condominium prior to renting the unit.

It is also the responsibility of the condo owner renting out his place to educate the prospective tenant prior to moving in the condominium that there are rules that need to be followed

There are condominium corporations that require a “tenant undertaking” to be completed and signed by the owner and tenant. A tenant undertaking is an acknowledgement under the section 53(1) of the CPA, which among other things requires that the owner of a unit submit a notice to the condo corporation of their intention to rent out their condo unit. The corporation can also require owners to pay a deposit to the corporation for whatever damages their tenants may cause to common property.

Tenants should also understand that there are consequences if the rules and regulations are not followed. In a



condo, the Board can evict a tenant if they do not follow the bylaws, they do not need to wait for the lease between the renter and their landlord to end, nor does a board have to ask for permission to end the tenancy in the condo.

As a tenant, you want to remember that when you rent a condo you are not just bound by the RTA but you are also bound by the Condo Property Act and the Bylaws of the condo.

To learn more about this topic visit: The Alberta Tenancies Act: www.qp.alberta.ca/documents/Acts/R17P1.pdf and The Alberta Condominium Property Act: www.servicealberta.gov.ab.ca/2068.cfm. Until next time. 

■ Reprinted from Condo Living Magazine

2015 year at a glance

Luncheons

May 26

Recycling in Condominiums

June 23

Ask A Lawyer

Events

June 22

17th Annual Golf Tournament

November 6 & 7

3rd Annual Conference and Trade Show

For more information on chapter events please visit our website at www.ccisouthalberta.com

All luncheons are held at the Danish Canadian Club, 727 11 Avenue S.W., Calgary. Registration notices are emailed to members three to four weeks in advance.

CCI is always looking for volunteers to speak at our luncheons. If you are interested, please contact Melanie at 403.253.9082 or administrator@ccisouthalberta.com



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Duty of a Condominium Board Director

By Jamie E. Polley

Bill 9 is the *Condominium Property Amendment Act*, (the “Act”) which has received third reading. It has yet to be proclaimed and is, therefore, not yet the law in Alberta. We don’t know when proclamation may occur or the extent of collaboration, if any, to precede proclamation. Numerous provisions in the *Act* are “subject to Regulation”, meaning the extent and effect of many of the amendments are not yet known.

There is one amendment that is not subject to the Regulations, and which may constitute a material change, the effect of which might not be fully appreciated. That change is in regards to the duty owed by a Director of the Condominium Corporation. Currently the duty of a Board member is set out in Section 28(2) of the *Condominium Property Act*:

28(2) Every member of a Board shall exercise the powers and discharge the duties of the office of member of the Board honestly and in good faith.

Therefore, whether or not a Director meets the required standard is a subjective test. Did the Director act honestly and did the Director act in good faith? While there is a legal maxim that “ignorance of the law is no excuse”, currently a decision made by a Board in contravention of condominium legal principles may be defensible from a Director liability standpoint if the Director acted honestly, and in good faith, albeit contrary to legal requirements.

That may change. As amended, Section 28 will read:

28. (2) Every member of a Board, while exercising the powers and performing the duties of the office of member of the Board, shall:

(a) Act honestly and in good faith with a view to the best interests of the Corporation, and

(b) Exercise the care, diligence and skill a reasonably prudent person would exercise in comparable circumstances.

This duty is the same as the duty that is owed by Directors to Alberta Corporations as set out in the Alberta.

The potential effect is twofold:

1. It may be that every Director may now be held to an objective standard requiring a basic understanding of condominium principles and the appropriate application of those principles. If there is any doubt that any decision is within the authority of the Condominium Corporation, or arguably constitutes a breach of any responsibility of the Condominium Corporation, it may be incumbent upon the Board to obtain informed advice before any such

decision is confirmed. There are many resources available through condominium organizations, including the Canadian Condominium Institute, and Board members should consider investing the time to acquire a basic understanding of condominium principles.

2. Certain Directors may have a higher duty. The phrase “in comparable circumstances” was considered in the case, *Tyler v. Endacon Inc.*, 2012 ABQB 631, when the Court held:

The phrase “in comparable circumstances” has been interpreted in the context of ... the Income Tax Act ... to apply higher standards to Directors depending on the particular Director’s level of sophistication and a subjective-objective approach, which requires the Court to take into consideration such things as the knowledge, experience and general business sophistication of the Director.

Therefore, the more you know, the higher the standard may be.

In my experience, the vast majority of Boards already meet this duty and I do not anticipate an increase in potential Director liability. What we might see, though, is an increase in individual Directors being named as Defendants in legal actions now that objective criteria in assessing a Director’s actions will come into play.

For further information or if you have questions about this topic, please contact the author or any member of our **Condominium Law Group.** 



Waste and Recycling

Mandatory recycling for all multi-family complexes

The City of Calgary's 'Waste and Recycling' bylaw has recently been updated to include mandatory recycling for all multi-family complexes. Effective February 1st, 2016, every building owner and condo board is now responsible for providing an on-site recycling program for its residents. For the majority of owners, this means that the next eight months will call for some significant changes to their recycling infrastructure.

Fortunately, the Alberta Beverage Container Recycling Corporation (ABCRC) offers several resources and

assistance programs to make setting up a recycling program easier than ever. Whether you need monetary assistance to help get your program up and running, or you just need some information and contacts, we can help you find the right fit.

Grant Program

The Community Champions Program (CCP) is a specially designed grant program for organizations within Alberta. Whether you live in an apartment, condo or townhome, you're eligible for up to a \$20,000 grant to set up your own program. CCP provides access to free coaching and funding for the purchase of recycling bins for your complex.

Funding is allocated on a "first come first serve" basis. This program helps keep beverage containers out of landfills and can provide important financial and social benefits for the community. Further details can be found at: www.abcrc.com/community-champions

Recycling Resources

For those who don't require funding but still need assistance in setting up a program, you can visit www.lovetorecycle.ca. This website is dedicated to helping individuals start and manage a recycling program smoothly. It covers everything from finding the right recycling bins to choosing a reliable collection service and communicating properly with all participants in order to make a lasting connection. Everything is laid out in an easy step-by-step manner with resources and contact information for anything you may require along the way.

If that's not enough, the LoveToRecycle team can be hired out over the summer months to come give presentations and tips wherever you may need it. This can include presentations to board members or condo residents who might not be as up to date about the City's bylaw.

The new bylaw is coming in less than a year; don't let the transition be harder than it has to be. Get on board now to start saving the environment and your wallet. If you have any questions or need help to get started, email us at feedback@abcrc.com. 



The Alberta Beverage Container Recycling Corporation (ABCRC) offers several resources and assistance programs to make setting up a recycling program easier than ever.



Message from the President

BY BILL THOMPSON, BA, RCM, ACCI, FCCI
CCI NATIONAL PRESIDENT

As I sit here pondering what I can possibly say to our Members that will be respectful of their time, their needs and their interests, I am watching another snow storm wreak havoc on Toronto. Maybe this Mayor will understand the cost savings to a City this large by calling in the Army... but I digress.

I have recently taken on a new role in the world of Condominiums. That role is the role of a Court Appointed Administrator. When Condominiums get into so much trouble that they cannot find their way out, many provinces have an allowance for "Professional" help to be assigned by the provincial court. In taking on this role, I cannot help but wonder where CCI was in helping these Directors understand their roles, and help to guide their communities successfully. Surely all of the wonderful courses offered by CCI Chapters across Canada would be prerequisite to a good Board trying to make their community great, wouldn't it?

I know that all of the people in Canada who know how to run good condominiums and stratas give their time, knowledge and expertise to design these courses, and to present them to thousands of eager Directors over the years. I also know that once a Director has taken some seminars or courses with CCI, they understand the breadth and depth of the skills needed to successfully run a condominium community. They may not have all of the answers, but they know where to go when they

don't have the answers. We educate so many directors to run their communities better, yet really, who knows that?

Why do we hide our bright light under a basket? Why don't we shout our beliefs from the top of a mountain, or maybe on top of a ladder in the Prairie Provinces, so that everyone will know what we are doing? Why aren't we telling every friend, every acquaintance and certainly every Director just how superb our courses are? Are we really so Canadian that we will do something really well, and never tell anyone about it?

In my last message, I challenged every member of CCI to tell someone about CCI and then ask them to join us. If you took on that challenge, you inevitably started to talk about the Education that CCI does across Canada, and more importantly, in your neighbourhood. If you didn't take on the challenge, then maybe I should ask, "Why Not?"

CCI needs to grow in order to keep having the resources, the manpower, and the clout to meet the ever increasing needs of the exponentially growing Condominium/Strata world. Your efforts in ensuring that Condominiums continue to be able to rely on CCI are very much appreciated. The number of volunteer hours that go into this national effort is astounding, and something that I can say I am very proud to be a part of.

Thank you for taking the time to read this message, and I look forward to seeing as many of our members as possible on June 4th and 5th in Windsor for our semi-annual Leaders Forum. Teaching each other how to be more successful leaders makes us just that much better. Further details are included in this newsletter and will follow by email.

Volunteers Rock!
Be sure to thank
our CCI volunteers



Condo Cases Across Canada

BY JAMES DAVIDSON, LL.B., ACCI, FCCI
NELLIGAN O'BRIEN PAYNE, OTTAWA



It is my pleasure to provide these brief summaries of recent condominium Court decisions across Canada. I don't provide summaries of every decision rendered. I select a handful of decisions that I hope readers will find interesting. I hope readers enjoy this regular column of the CCI Review.

Note to readers: In B.C., condominium corporations are "strata corporations" and in Quebec, condominium corporations are "syndicates".

Note: This publication contains only a handful of this quarter's summaries. CCI members who would like to see the rest of this quarter's summaries can find them at the Condo Cases Across Canada website: www.condocases.ca The current password is "condocases".

James Davidson LLB, ACCI, FCCI, Nelligan O'Brien Payne, Ottawa

THE HOT TOPIC – Status Certificates

We now have the decision of the Ontario Court of Appeal in the Orr / Rainville matter; and it has some important things to say about status certificates. Here's my summary of the Court of Appeal's decision:

Orr/Rainville v. Metropolitan Toronto Condominium Corp. No. 1056 (Ontario Court of Appeal) December 2, 2014

Common element attic improperly converted to living space by original owner. Subsequent owner (purchaser) acquired unit without knowledge of "illegal" third floor. Purchaser's lawyer liable for damages flowing from failure to discover illegal conversion of attic. Condominium corporation also liable based upon wording of estoppel certificate

MTCC 1056 is a 39-unit townhouse condominium and is one of 3 sister corporations which share certain facilities. Richard Weldon ("Weldon") was one of the principals of the original developer of the project. Weldon had acquired one of the units and had "expanded the unit" into the common elements (namely, the third floor attic) without Board approval. This work had started before, and was completed shortly after, the condominium was declared. No related amendments were made to the declaration or description. The registered description (in particular, the survey plans) showed the townhouse as a two-storey unit with a common element attic space above.

Weldon was on the Board of Directors (along with another representative of the developer) for the first few years after the declaration of the condominium – until he sold the unit. Weldon agreed to sell the unit in 1997, and the sale closed in early 1998. The purchaser (Ms. Rainville) believed that she was buying a three-storey townhome.

Prior to the sale, the "illegal third floor" was not brought to the attention of the other Board members or the property manager and was discovered by them only after the unit was sold. The estoppel certificate issued to the purchaser (in 1997) did not include mention of the "illegal third floor". However, the estoppel certificate stated that "there are no continuing violations of the declaration, by-laws and/or rules of the corporation".

The trial decision, rendered in August of 2011, essentially placed responsibility on the lawyers who acted for Ms Rainville on the purchase. The trial judge dismissed the key claims against the condominium corporation and its manager. [See Condo Cases Across Canada, Part 36, December 2011.]

The decision was appealed, and the Court of Appeal held that the condominium corporation was also liable to Ms Rainville; and the condominium manager was liable to the condominium corporation. Some of the key reasons for the Court of Appeal's decisions were as follows:

1. As noted above, the estoppel certificate said that "there are no continuing violations".
2. The manager had noticed a window on the third floor, which should have led him to further investigate the possibility of an illegal third floor.
3. The Court said that "there was an obligation on MTCC 1056 to take reasonable steps to ensure the information in the estoppel certificate was correct, even if the information was not statutorily mandated. This obligation flows from the common law and not from the statute."
4. The Court of Appeal held that the manager's failure to make virtually any inquiries into the veracity of the representation that the townhouse complied with the declaration was "not reasonable or prudent in the circumstances, and could not meet any reasonable standard of care".
5. The Court of Appeal said: "It follows from this conclusion and the incorrect statement in the estoppel certificate that MTCC 1056 is estopped from demanding that Ms. Rainville close up the third floor and restore the unit to its two storey configuration at her own expense and that she pay occupancy rent for the third floor."

The Court of Appeal held that the manager, as agent for the condominium corporation, was not directly liable to Ms. Rainville. However, the manager was liable to the condominium corporation.

continued...

Condo Cases Across Canada Cont'd.

In addressing the manager's liability to the condominium corporation, the Court of Appeal also addressed the corporation's knowledge of the problem. The manager had argued that the condominium corporation had a duty (under the terms of the management agreement) to share its knowledge with the manager – including the knowledge of any of the Directors (such as Mr. Weldon). The Court of Appeal was not prepared to impute such knowledge to the corporation in this case. The Court of Appeal said:

I am reluctant to impute the knowledge of a condominium director to its board as a general matter. Doing so would have the potential to vastly increase the liability of condominium corporations and would certainly make risk management on their part all but impossible.

[So, the corporation's liability in this case was not based upon its knowledge, but rather upon its failure to confirm the statement added to the estoppel certificate.]

The Court of Appeal agreed with the lower court that an amendment to the condominium's declaration and/or description could not be ordered, because there was no error or inconsistency. However, the Court of Appeal went on to state as follows:

That said, the interests of the parties now array somewhat differently. Perhaps the way for the parties to sort out their respective liabilities at the least cost would be for the third floor to be legalized. MTCC 1056 may now wish to consider whether the appropriate course of action is to legalize the third floor (of Ms. Rainville's townhouse).

In summary, the Court of Appeal said that MTCC 1056 and Ms. Rainville's lawyers were jointly and severally liable to Ms. Rainville for the difference between the value of her townhouse as a two-storey unit and its value as a three-storey unit; but this damage could of course be significantly moderated if the parties decided to legalize the third storey.

BC Case – The Owners, Strata Plan VIS114 v. John Doe (British Columbia Supreme Court) January 7, 2015

Court allows strata corporation to proceed with special levy and required work after special (75%) resolution failed to pass

The strata building suffered water ingress issues. In 2008 and 2013, the strata corporation carried out major remediation on the building's south and east walls. Major work had not been carried out on the north and west walls, despite engineering recommendation to complete that further work.

At its most recent annual general meeting, the strata council had failed to obtain a 75% vote (required under the *Strata Property Act*) in order to impose the nec-

essary levy and proceed with the repairs to the north and west walls. [In accordance with section 108(2)(a) of the *Strata Property Act*, the strata council could impose a special levy only if approved by a resolution passed by a $\frac{3}{4}$ (75%) vote at an annual or special general meeting.] In late 2013, the *Strata Property Act* was amended (section 173(2)) to give the Court some oversight where strata owners failed to approve a special levy for the repair and maintenance of common property in certain circumstances.

The strata corporation applied, under section 173 (2), for the necessary order allowing the corporation to proceed with the special levy and major repairs.

The Court granted the requested order, approving the failed owner's resolution (as if the resolution had been passed under section 108(2)(a)). The Court said:

Of critical importance on this application is the requirement that the maintenance or repair be "necessary to ensure safety or to prevent significant loss or damage, whether physical or otherwise".

...

I have found above that, without the remediation to the north and west walls of (the building), there is a risk to an owner's safety and also a risk of significant loss or damage to the owners, whether that be physical or otherwise. The evidence establishes that many owners on the north and west walls have experienced and continue to experience substantial issues that affect or damage their property and negatively impact their health and the enjoyment of their strata units generally.

...

A substantial majority of the owners (63%) voted in favour of the remediation. As such, the strata council was 12% short of obtaining the special majority that it needed to proceed in accordance with the Act.

...

I agree that the court should not lightly interfere with strata corporation matters. The Act addresses the governance of a strata corporation and its operations and intervention by the court will be the exception rather than the rule. Disputes or disagreements amongst owners are not uncommon and the Act provides for the resolution of those disagreements and disputes, usually by the voting process at meetings.

Section 173(2) is a new tool available to strata corporations to seek court intervention in appropriate circumstances. I would not, however, expect that court intervention would be appropriate simply because there is a dispute. Clearly, the test under s. 173(2) must be met before the court's discretion can be exercised. Importantly, there must be issues of safety or in the event of loss or damage, that loss or damage must be "significant". Further, the court's discretion is only to be exercised in appropriate circumstances and in accordance with the overall objectives in the Act.

...

The remedy under section s.173(2) of the Act was designed to address the very situation that is currently faced by the owners of (the strata units). A solid majority of the owners support the efforts of the strata corporation to comply

continued...

Condo Cases Across Canada Cont'd.

with its statutory duty to repair. This duty remains despite the opposition of the anti-remediation forces.

...

To allow a small minority of owners to thwart (the efforts of the strata corporation) in these circumstances would be unfair to all owners, but, in particular, to those on the north and west walls of (the building) who are continuing to suffer while others do not.

Alberta Case – The Owners: Condominium Plan No. 802 2845 v. Haymour (Alberta Court of Queen's Bench) December 10, 2014

Former owner granted opportunity to prove interest in the unit claimed under caveat

The condominium corporation arranged for sale of a unit, for recovery of amounts owed to the condominium corporation under court orders.

After the sale, the former owner filed a caveat against the unit, claiming to be the beneficial owner, by virtue of, amongst other things, a constructive trust.

The purchaser challenged the former owner's claim under the caveat.

A Master held that there was a triable issue regarding the former owner's claimed interest in the land, and therefore refused to discharge the caveat on a summary basis (ie. without a trial).

The purchaser appealed the Master's order to the Court of Queen's Bench. The Court of Queen's Bench dismissed the appeal (and therefore confirmed that the former owner had the opportunity to prove his claimed interest in the unit).

However, given the former owner's prior conduct in the court proceeding, the Court of Queen's Bench imposed strict conditions (respecting the process going forward).

The Court's decision included the following:

(The purchaser) argues that someone who is aggrieved by a sale of land by a Civil Enforcement Agency may have a claim in damages against the civil enforcement agency or the judgment creditor, but has no further interest in land. That would be the case if the purchaser were a bona fide purchaser for value. . . There is in my view a triable issue in that regard due to the apparently close relationship between (the purchaser) and (one of the condominium's directors, who had also acted as the purchaser's agent on the transaction).

[Editorial Notes:

1. *It seems to me that one of the morals of this case is as follows: When a strata corporation or a condominium corporation sells a unit, the corporation's directors should ideally not have any involvement whatsoever in the sale. The sale should be left in the hands of independent agents. Otherwise, the former owner might be afforded an opportunity to challenge the sale as "not at arm's length".*
2. *The Court also had this to say about the condominium corporation's costs: "The enforcement processes pursued by the Corporation led to it incurring \$61,803.54 in legal costs to recover less than \$6,000 in outstanding condominium fees. I question whether these are reasonable costs." The question of the reasonableness of the costs was still to be determined. But I wonder: What is a condominium corporation to do? It has a duty to take collection steps, and costs may well be significant – particularly in the case of an extremely uncooperative owner.]*

continued...

2015



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your condo connection

BY CHAPTERS FOR CHAPTERS

DON'T MISS THE 2015 SPRING LEADERS' FORUM

Invitation to all CCI Chapter Board Members & Chapter Volunteers:

For more information, the complete program details may be found on the CCI National Website, www.cci.ca

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- ▶ Education Sessions on Best Practices for Your Chapter
- ▶ Networking and Group Round Table Discussions Sharing Information Amongst 16 CCI Chapters from Coast to Coast
- ▶ Formal Business Meetings
- ▶ ... and much more!

Condo Cases Across Canada Cont'd.

Other Ontario Case – 90 George Street Ltd. v. Ottawa-Carleton Standard Condominium Corporation No. 815 (Ontario Superior Court) January 16, 2015

Condominium corporation awarded first-year budget shortfall

At arbitration, the declarant was ordered to pay the budget shortfall experienced in the first year of the condominium. [See Condo Cases Across Canada, Part 44, November 2013.] The declarant appealed. The appeal was dismissed. The Appeal Court said:

- On an appeal from an arbitration award in the condominium setting, the standard of review is correctness.
- *"It is my finding that a declarant is fully liable to the condominium corporation for any budget shortfall in the first-year of operation; however, a declarant's liability is not absolute. Through the mandated alternative dispute resolution process a declarant may argue, and an arbitrator may consider, the propriety and reasonableness of any elements contained in the shortfall."*
- However, the arbitrator had in fact considered the reasonableness of the expenses incurred by the condominium corporation in this case; and had concluded that the expenses were reasonable.
- The declarant was also obligated to pay interest on the first-year shortfall at the rate applicable to arrears of common expenses, set out in the by-laws of the condominium corporation.
- Finally, the arbitrator's award of costs on a substantial indemnity basis – including the costs of the mediation – was not overturned. The arbitrator's rationale for the award of costs on a substantial indemnity basis was incorrect because the declarant had the right to challenge the propriety and reasonableness of the corporation's first-year expenses. Even so, an award of costs on a substantial indemnity basis was acceptable in this case, given offers to settle that had been made by the condominium corporation.

Quebec Case – Nader v. Miller, Abraham, Pellegrin & Fortin (Quebec Superior Court) November 20, 2014

Plaintiff successful in defamation claim against three directors

The Plaintiff, Pierre Nader, commenced an action against four members of the Syndicat's Board of Directors, for damages stemming from alleged defamation. The alleged defamatory act was the issuance of an annual report, to all co-owners in the Syndicat, which Nader believed to be false, misleading, and called his integrity and honesty into question. Evidence was presented by the Plaintiff that, before the annual report was issued, the Plaintiff's legal counsel had provided the Board of Directors with sufficient information to demonstrate that the contents of the annual report were false or misleading.

The Court agreed with the Plaintiff that the contents of the annual report were defamatory. The Plaintiff was awarded damages against three members of the Board of Directors.

The fourth defendant, a representative of the management company, was not liable to the Plaintiff because he was not a voting member of the Board of Directors. 🍁

EXECUTIVE PROFILE



Stephen Cassady, CCI (Hon's) CCI National Executive, Member-at-Large

Stephen lives, and has lived in a condominium for the last 17 years. During those years he has been a condo tenant, owner and landlord. For Stephen, condominium provides him the perfect housing environment for his needs and expectations.

Always one to give back to his community, he's been the president of a 107 unit condo and a board member of a 205 unit condo. Seven years ago he joined the board of the South Alberta Chapter, and has served 4 years as their chapter president.

Stephen's CCI commitment is not limited to South Alberta. He has also served 2 years on the South Saskatchewan Chapter, and for the last four years on the CCI National Executive. In 2013 he was awarded the CCI Distinguished Service Award.

His professional endeavours don't drift far from condominium either. With a background in software and database management for clients including the federal government, an Alberta municipality, a medical diagnostic company and commercial businesses, Stephen launched his own condominium consulting company – 247Condo – in 2006. The primary software product, CondoPapers, is used by a significant number of management companies in western Canada.

Outside of software, Stephen has worked with Service Alberta on the rewrite of the Condominium Act, and provided research papers on condominium loans, and district energy opportunities within condominiums. For the past few years he has also been a court appointed administrator for troubled condominiums.

Stephen has presented nationally in several provinces seminars and workshops on condominium governance, performance and best practices.

For fun, Stephen does three things. First, he co-authored the local chapter's director education course and has taught it for the last four years. Second, he professionally chairs condominium AGMs where there is an expectation of violence, disorder, or police intervention. Finally, he has recently written his first book – "Melee, Magic & Puke" – a lighthearted sword and sorcery novel which you can find at SRCassady.com. 🍁

CHAPTER CHATTER



Ottawa Chapter – As we hopefully say good-bye to Ole’ Jack Frost and embrace the warmer weather, the CCI-Ottawa Board has been working hard to ensure that the 2015 year will be a very exciting one!

Be sure to check out our revitalized revamped website to view an educational video, engage in advertising opportunities and keep updated on our upcoming monthly seminars.

Speaking of seminars, January’s seminar was a hit on “Lawyers, Guns & Money” which was followed by a sold out complimentary seminar on “Everything Condo – Meet the Experts & Condo Act Update”. Next on the horizon is our two-day Spring Directors course in April with a new addition to content as well as an opportunity for sponsorship. CCI-Ottawa will introduce sponsorship opportunities to its members starting with the Directors courses. This is a great way for suppliers to reach their target audience at these ever so popular all-ways sold out courses. Details coming soon!

In June the Ottawa chapter invites you to take a load off and join us on our boat cruise. A great way to engage in new friendships, opportunities or simply catch up with old friends and colleagues all while enjoying the exquisite view of the Ottawa River.

For those conference lovers don’t forget to attend CCI-Ottawa/ACMO conferences in Ottawa or Kingston as we team up to promise you a conference to remember.

With all this chapter chatter, Ottawa is happy to announce chatter of our own. Join CCI-Ottawa on Twit-

ter & LinkedIn for free to participate in the conversations, and gain education, information awareness and access to expertise by and for our members. Visit our website cci-ottawa.ca to gain access.

Last but certainly not least, Ottawa is excited to announce that we have given a face-lift to our newsletter to give it a fresh new look. To go along with the new look CCI-Ottawa has decided to go GREEN. Starting in 2015 all members will receive a copy of the quarterly newsletter electronically. Be sure not to miss out on the buzz by ensuring CCI-Ottawa can reach you. Contact the chapter either via e-mail cciottawa@cci.ca or by phone 1-866-491-6216 to ensure you’re kept in the loop. We look forward to hearing from you!

*Laura Fairley, Administrator,
CCI Ottawa Chapter*



Toronto & Area Chapter – Spring is a welcome sight as we emerge from a long and very cold winter! The Toronto Chapter has been busy though and we look forward to launching some new initiatives in the coming months.

The Education Committee has now committed to developing another series of education videos on a variety of topics which will be accessible for free on the chapter website and also on YouTube. The committee will also be promoting the CCI courses, free videos and other education resources in a new advertising campaign through the City’s very busy subway system.

The Social Media Sub-Committee recently folded into the Communications Committee to better align print and electronic initiatives. Since then,

the committee has been working with Apple to establish the free electronic distribution of our Condo Voice magazine through iTunes News Stand and, has recently launched digital bonus feature podcasts to preview issues and complement articles. These podcasts can be accessed through iTunes, SoundCloud or at www.condopodcasts.ca.

Planning has begun for the 2015 conference. A good response was received from the December 2014 Call for Speakers and the committee is now going through the submissions to develop the program for the fall. Mark your calendars now for November 13th and 14th, 2015. The conference will still take place at the Toronto Congress Centre but we will move to the north building to take advantage of larger space as this premiere event continues to grow!

Our chapter is looking forward to the spring CCI-N meetings and hope to see many of you in Windsor in June!

*Lynn Morrovat, Operations Manager
CCI Toronto & Area Chapter*



Vancouver Chapter – Construction cranes continue to pop up all over the Lower Mainland as condominium development continues to forge ahead. Mixed use developments are on the rise while at the same time more and more strata councils in charge of 40 + year old strata corporations are starting to look at redevelopment options. CCI Vancouver, as a stakeholder in the condominium industry, is a participant with other stakeholders looking at legislative amend-
continued...

Chapter Chatter Cont'd.

ments that could make redevelopment and winding up of strata corporations less cumbersome. CCI Vancouver is also eagerly awaiting the implementation of the Civil Resolution Tribunal after having been given an opportunity to participate in the development of the online self-help model for strata matters. We are hopeful that the tribunal, which will be voluntary for the first year or so will be up and running as of this fall.

Since our last chapter chatter CCI Vancouver has been quite busy. Our educational seminars continue to be well attended. Topics, including depreciation reports, major projects, residential strata composting, legal case law updates and insurance, continue to attract much attention from strata council members and strata managers alike. We had well over 100 registrants at our second last seminar and recently more than 50 enthusiastic guests at our most recent seminar held on February 7th.

CCI Vancouver has revamped its website and is actively using social media to reach out to our current members and to promote CCI to more strata managers and council members. Membership has increased by over 20% with several months left to go in this fiscal year. We are hopeful that by this time next year we will have more than 100 members!

Our board is made up of many hard-working and dedicated individuals. Our committees are diligently working to meet their mandates and increase exposure to the CCI brand. We greatly appreciate the hard work of our administrator and the help from the National executive who have just announced that the spring meeting for 2016 will be in Vancouver! While more than 15 months away we will soon start to have our organizing committee begin working with CCI National to put the conference framework together. Stay tuned for more updates in upcoming newsletters!

*Jamie Bleay, President
CCI Vancouver Chapter*



New Brunswick Chapter — Greetings from the dead of winter! Hopefully by the time the Newsletter reaches you, we will be looking at the start of spring. As you will see from all the information here, the Chapter is facing a busy year. We are going to bring as much education as possible and it should be very relevant, as it will be based on member's requests.

The Chapter has been fielding many questions from members on a number of subjects and we are glad that we are there help you out or point you in the right direction. Please continue to use us as a resource. Also do make use of the National website which is a treasure trove of information with new information added on a regular basis. The New Brunswick site also carries all our ongoing activities and a directory of professionals who service condominiums.

If you have news about your Condominium you would like to share with our members, awards won, efficiencies gained or any other item please send it to us and we can put it on our website and add it to the newsletter. Should you feel you have some time to help us with any of our activities please let us know as we can always use another pair of hands.

We look forward to seeing many of you at our Presidents' Forums and Seminars through the year. Those of our members who are in Fredericton if you have the time to volunteer for an hour on our booth at the Fredericton Home Show we would appreciate it or please drop by and say "hello".

Chapter News: we look forward to the New Year with many events that we hope will make your

condominium lifestyle safer, happier, better educated and Yes, perhaps, mend the fences with your neighbours and community!

The New Brunswick Chapter for the Canadian Condominium Institute is hiring an administrator to handle the administrative and financial aspects for the chapter. This position is part-time to start, but has the potential to grow into a larger role, depending on the initiative of the person who accepts the job. For complete details and the job description, please visit our website — www.cci.ca/NewBrunswick

Presidents' Forums and Seminars have proven to be popular and a source of informal discussions, valuable education and networking opportunities for our condo dwellers.

The forums are for CCI-NB members only and no fees will apply. The Seminars are open and fees apply to cover the costs. The topics for the forums will be decided from the results of a monkey survey that has been sent to all members.

- Our first forum was held in Moncton on Jan 12th at 80 Mount Pleasant Road.
- Fredericton forum on January 27 hosted by Regency Landing at 6:30 pm.
- We are planning 2 seminars - 1 in Fredericton and 1 in Moncton in February and March.

Topics for possible upcoming seminars:

- What to expect from the Director of Condominiums?
- Why change your by-laws & declaration?
- What's included with estoppels certificate?
- Format to follow for non compliance of owners such as warning letters, etc.
- CCI NB will have a booth at the Fredericton Home Show scheduled for March 27-29.
- Fredericton will host the CM100 Condo Management Course in April.
- May plans include an event in Saint John in late May on a Saturday. It will be "Ask The Experts" format and will be open to members and non-members.

continued...

Chapter Chatter Cont'd.

Please visit our website for updates and event details www.cci.ca/NewBrunswick

The CCI fall Leaders' Forum in Toronto was an educational treasure on November 5–6, 2014. Judy Orr represented the NB Chapter. Judy presented an in depth report to the chapter upon her return. The National Body supports the chapters. Members are encouraged to attend these National Conferences, the next National conference will be June 2 - 3, 2015, if you cannot attend, please visit the website www.cci.ca the information is invaluable.

Membership is strong this year. Thank you to those who have renewed. Any questions or issues you would like addressed at our seminars or forums, please contact Phil Williams at 506.454.3499 or philwilliams@bellaliant.net or ccinewbrunswick@cci.ca

We are here to educate and value your input and support.

CCI encourages our community professionals to come forward to present your ideas for future seminar education. If you would like to give a presentation, please contact us and we can work out the details.

Please send your Condo picture to me and you can be our next focus both provincially and nationally. Happy Spring if it ever gets thru the snow drifts!

*Beth McDermott, Administrator
New Brunswick Chapter*

CCI South Saskatchewan President, Gerry Cairn's license plate:



Leading the way for CCI in Southern Saskatchewan!

UPCOMING EVENTS

Golden Horseshoe Chapter:

March 28, 2015 - Level 300 - Board of Directors & Owners' Meetings (Milton)
April 25th, 2015 - Level 100 - Directors Course (St. Catharines)

Huron Chapter:

April 11-12, 2015 - Condominium Directors Course

London & Area Chapter:

March 24, 2015 - Seminar - Maintaining the Building Envelope - the corporation's raincoat
April 8, 2015 - Lunch and Learn - A Legal Review
May 26, 2015 - Seminar - There Are No Stupid Questions

Manitoba Chapter:

March 19, 2015 - Luncheon - Board Meetings: Moderating/Board Turnover/Succession Planning
April 23, 2015 - Luncheon - Teamwork: Boards and Property Managers
May 2, 2015 - Saturday Open Session - The New Condominium Act Education
May 21, 2015 - Luncheon - Money Matters

North Alberta Chapter:

March 12, 2015 - Luncheon
March 18, 2015 - Seminar
March 19, 2015 - Condo 101
March 21-22, 2015 - Condominium Management 100
March 28-29, 2015 - Condominium Management 200
April 9, 2015 - Luncheon
May 2-3, 2015 - Condominium Management 200
May 23 & 24, 2015 - Condominium Management 300
May 29th & 30th, 2015 - Conference

Northwestern Ontario Chapter:

April 11, 2015 - Level 101 - The Condominium Course

Ottawa & Area Chapter:

March 24, 2015 - Seminar - How to Run an Effective AGM
April 18 & 19, 2015 - Spring 2015 Directors' Course
May 29th, 2015 - CCI-O/ACMO Conference/Trade Show
June 2015 - Boat Cruise

South Alberta Chapter:

March 24, 2015 - Luncheon
March 26, 2015 - Condominium Management 101
April 16, 23 & 30, 2015 - Condominium Management 300
April 28, 2015 - Luncheon
May 26, 2015 - Luncheon
June 18, 2015 - Condo Management 101
June 23, 2015 - Luncheon

Toronto & Area Chapter:

March 3rd, 2015 - Twitter Chat - Important Considerations for Condo Purchasers
April 16th, 2015 - Networking Dinner & Seminar - The Utility Jolt... Shocked Again!
April 18th & 25th, 2015 - Level 200 Condo Course
May 6th, 13th, 20th and 27th, 2015 - Level 300 Condo Course

Vancouver Chapter:

March 10, 2015 - Seminar - Volunteers in Your Strata
April 14, 2015 - Seminar - Legal Update
May 9, 2015 - Seminar - AGMs and Bylaw Enforcement revisited



Re-Purpose

By David Crosson

When it comes to making a condominium property attractive to potential buyers, the most important driver of consumer desire—after location and the units themselves—are building amenities. Nowadays, many condo-seekers are looking for such property perks as state-of-the-art fitness facilities and guest suites that can be used to accommodate overnight visitors at arm's length.

Often in new builds such features, along with retail offerings at ground level, are standard-issue. But what of older properties? Decades ago, social rooms and saunas were similar draws that attracted residents to multi-unit properties and some remain intact in many older buildings. In most instances, these spaces represent valuable but under-used square footage—but they needn't have to.

To date, I have lived in two complexes that turned spaces that were either dated or in disrepair into significant contributors to each property's value. In one instance, a

troublesome sauna/whirlpool area was converted into a higher-appeal exercise facility, complete with cardio equipment, weights, washrooms and showers. On completion, the room's usage increased exponentially, providing an outlet for residents' pent-up energy and another selling feature for the tower.

In my current building, two ground-floor storage areas and a recreation room were converted into a pair of residential units and sold, the proceeds of which provided new parkade lockers for all units, an HVAC upgrade, new boilers and a fence around the property. As an added bonus, these two additional suites also contribute condo fees towards the reserve and operating funds on an ongoing basis.

Clearly such change does not occur overnight (nor should it) but the benefit it could provide a condo corporation can be huge. As with all multi-unit projects, success lies in a careful balance of board initiative and owner consultation, not to mention satisfying any and all codes and regulations at the

city and/or provincial level. If you think you might want to explore such options with your property, here are a few tips to help make the transition smoother and more successful.

1 Look Before You Leap: Prior to proposing any radical change to a space on your property, take the time to track its actual usage patterns carefully. At the preliminary stage, this is best done in a low-key but quantifiable fashion so as not to raise the alarm with residents. If you have a fob system for the space and the capability to track access through it, this is an excellent way to collect data. Failing that, good old-fashioned visual spot checks by condo board members or on-site managers can also be quite useful.

2 Check, Double-check: Once you have established that a change might be beneficial, it's important to find out if it is also feasible. Before you broach the subject with residents, do your homework with the city (and province, if necessary) to ensure that what you →

have planned is a viable prospect. There is nothing worse than running full-tilt with a concept only to be tripped up by a regulation or code you never noticed laying on the ground in front of you.

3 Consultation is King: As soon as you feel you are in a position to present a well thought-out proposal to your owners, do so swiftly and in the most comprehensive way possible. Information leaked early will only cause trouble and result in your building's population splitting into misinformed factions. Also, once you do get sufficient buy-in, be sure to proceed in a consultative manner—within reason. People are much easier to deal with when they feel they have at least been heard, even if their ideas cannot be incorporated into your plans.

4 Reality Check: Before you run headlong into a conversion project that could easily suffer from scope-creep and budgetary woes, take a look at how practical your plans are. Final decisions should be based on the highest potential for renewed usage, a sensible assessment of available square footage, designs with widespread appeal and attractive materials that can stand up to repeated use.

5 Choose Wisely: Deciding how to tackle a space is one thing; tackling it effectively is certainly another. When



it comes to fine-tuning your big-picture vision, make sure the choices you make address some key questions. Some good ones include:

- Will this space support itself or represent an ongoing expense?
- Have the users' needs been carefully considered?
- Is the design of the new space timeless or trendy?
- What are the maintenance implications now and in the future?

By answering these and other questions that arise in the process you have the best chance of achieving success and gaining the approval of a “critical mass” ratio of owners.

6 Go Pro: Whether it's determining an optimal design or actually creating the new space, always go with professionals. Contractors, designers, architects, artisans and qualified tradespeople will ensure that all aspects of the project are handled with the

utmost of care—their reputations depend on it. This also keeps board members and property managers at a comfortable distance if some residents are disgruntled and covers the bases when it comes to insurance, permits, building code and Workers' Compensation. It also saves you from those uncomfortable “But my cousin knows how to paint and he's out of work” discussions that can arise with well-meaning owners.

7 Monitor, Manoeuvre, Maintain: Regardless of who is spearheading the work, always remember that you are spending money on behalf of owners. Renovation projects are notorious for running overtime and, more importantly, going over budget. Prior to commencing, ensure you not only have a realistic budget in place but also a reasonable contingency (15 to 30 per cent is advisable) set aside either on top of or within your total number. If cost overruns do become a factor due to structural issues or surprises inside walls, make sure you address all options prudently and adjust your budget responsibly. In some cases, material selections can be changed to offset unexpected costs or certain “bell and whistle” features can be modified or eliminated to help make up the difference.

Contractors, designers, architects, artisans and qualified tradespeople will ensure that all aspects of the project are handled with the utmost of care—their reputations depend on it.

8 Communicate, Communicate, Communicate:

Naturally residents are going to be both anxious and curious when it comes to change within the building, big or small. Keeping them apprised of progress—including setbacks and delays—is vital in keeping their trust and maintaining their support. E-mail blasts, lobby bulletins and regular newsletters are a good way to keep them in the loop. Even posting pictures at regular intervals will help assure them that the project is proceeding apace and help build anticipation right up to the final reveal.

9 Make a Splash: Note that I said “final reveal” in my last point. Nothing can kill the excitement of a renovation project faster than sharing the final results with a whimper rather than a bang. If possible, arrange for an evening or weekend (when the greatest number of residents will be on the property) to show off the new space with an open house-style social event. This is also an excellent way to thank the team who worked on the project and introduce them to the owners in your building.

10 Tell the Tale: Sharing your story is a fantastic way to inspire others in the same situation to explore similar avenues of their own. Given that you have already gone through the experience, you will be an excellent resource to help impart some wisdom, point out potential challenges and disclose construction costs if you are comfortable doing so. Organizations like CCI are perfect pivot points for connecting with other condo boards and management companies. Experience-based networking also helps provide further work for reputable design/build firms if you sing their praises and warns others off not-so-reputable ones if you have had a bad experience.

As you can see, managing such a project within a multi-unit complex is no mean feat—and the tip of the iceberg I have touched upon is barely enough to cool a drink. Still, if you use these ten steps as signposts for your own journey towards revitalizing tired spaces the payback can be enormous. Here’s hoping your experiences are as positive as mine were. 

■ David Crosson is the owner of Barbarian Interior Decoration Ltd., a regular columnist for *Condo Living*/*New Home Living* magazines and a frequent guest on *CTV Morning Live*.

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MAKE A DIFFERENCE: Join a CCI committee

As the CCI South Alberta chapter moves toward a more committee-based structure we are encouraging our members to join one of our exciting committees. Six committees are currently seeking new faces. If you feel you have the time, drive and commitment to join our committees, please contact our administrator Melanie at 403.253.9082 or administrator@ccisouthalberta.com.

Awards and Recognition. The Recognition committee oversees and reviews the national ACCI, FCCI and DSA award submissions, as well as local chapter awards and implementing the new Chapter of the Year award.

Communications. The Communication committee oversees and implements new initiatives in media communications, including the newsletter and website.

Education. The Education committee is involved in all educational aspects of the chapter, such as our 101, 100, 200 and 300 courses, seminars and monthly luncheons. The committee is responsible for new course development and all educational material.

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

Government Communications

Initiative. The Government Communications Initiative committee corresponds with municipal officials in southern Alberta in order to be actively involved in changes to the New Home Warranty program and to bring forward issues pertaining to condominium living on a municipal level.

Trade Show. The Trade Show committee is working on a joint venture with ACMA and REIC to organize a trade show for the CCI South Alberta chapter and other organizations. 



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 Aviara
 Bella Lusso
 Brighton Court
 Carefree Resort on Gleniffer Lake
 Chaparral Estates
 Chaparral Pointe
 Adult Condominiums
 Christie Point
 Cimmaron Pointe Condominium
 Coach Bluff Villas
 Coachway Green
 Colonial House
 Condominium Plan 0410103
 Condominium Plan 9210296
 Condominium Plan 0312860
 Condominium Plan 0713943
 Country Lane RV Park
 Dana Village
 Eau Claire Estates
 Edgepark Villas
 Evergreen Village
 Eversyde on the Park
 Fairway Greens
 Fairway Village
 Fletcher Village
 Gladstone Village
 Glenbrook Meadows

Heritage Manor
 Holly Springs
 Holly Point
 Killarney Grande
 Killarney Meadows
 Kings Heights
 Lakeview Green Phase II
 Lowery Gardens
 Manhattan Condominium
 Corporation
 Mount Pleasant Court
 Mountain View Terrace
 Norwood Grande
 Oakhampton Court
 Orchard Place
 Park 300 Palisades
 Park Place
 Pine Pointe Place
 Pines Condominium Association
 Polo Park Phase 5A
 Prairie Sands Townhomes
 Prince of Peace Village
 Poplar Green
 Ranchland Meadows
 Redberry Ridge Condominium
 Redwood Manor Condominium
 Riverbend Terrace "B"
 Riverview Court

Rocky Ridge Villas
 Rutland Mews
 Sierra Morena Villas
 Sierras of Country Hills
 Sierras of Tuscany
 Sol of Sunnyside
 Springview Court
 Stella Nova
 Storybook Village
 Sunflower Garden Court
 The Estates at Terrace View
 The Homesteads
 The Mansions at Prominence Point
 The Rennassance at North Hill
 The Tudors at the Landings
 The Victoria
 The View at Sunrise
 The Windtower Lodge & Suites
 Varsity Estates Villas
 Varsity Towers
 Varsity Villas
 Waterfront Tower B
 Westchester Pointe Garden
 Westgate on 8th
 Westpointe
 Whitehorn Village
 Retirement Residence
 Willow Tree Village
 Zen at King's Heights



Have you renewed your CCI-SA membership for 2014/15?

The benefits of joining the Canadian Condominium Institute, South Alberta Chapter include:

- » educational courses, seminars and monthly luncheons at preferred rates;
- » outstanding networking opportunities;
- » listing in our valuable directory of professional services and trades;
- » voting privileges at the annual general meeting;
- » recognized certificate of membership;
- » national and chapter newsletters and notices;
- » access to our members-only web content, both local and national;
- » advertising opportunities via our quarterly newsletter.

Email administrator@ccisouthalberta.com to renew your membership today!

cci south alberta chapter members

INDIVIDUALS AS OF MAY 5, 2015

Warren Barker
Neil Belcher
Terry Brown
John Burton
Stephen Cassady
Tracey Cote
John Cox
Carol Farr
Patricia Gordon
Tracey Grills
Mark Hambridge

James Kelly
Marvie Kenny
Glenn Kenny
Roger Lamy
Micheline Lavalle
Roy Lindseth
Suzanne Longley
Kathleen McCabe
Gail McDermott
Paul McKenna
Lenore Mills

Doeraj Ramnarine
Kristine Ravensborg
Barry Rosenfelt
Harold Shand
Nathalie Skyrie
Patricia Tuckey
Lorraine Williamson
Cheryl Young
Jing Zhao

PROFESSIONALS AS OF MAY 5, 2015

■ ACCOUNTING/FINANCE

Mahmud Khalfan
Mahmud Khalfan Professional Corp.
403-265-8297

Stephen A. Tomchishin
William J. Rhind & Associates Ltd
403-287-9140

Kevin Rendek
Manulife Securities Inc.
403-230-3909

Maureen Wei
Wei & Company Professional Corp.
403-456-0700

■ CONDOMINIUM MANAGEMENT

Marc Bateman
Acclaim Condominium Managers
403-201-7571

Crystal Deley
Accredited Condominium Management Services
403-253-7525

Darren Potter
Asset West Property Management Ltd.
403-678-0039

Dennis Anderson
Benchmark Management Ltd.
403-247-1014

Susan Eyre
C-ERA Property Management & Realty
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Grant Pocza
Comres Property Management Ltd.
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Brian Lilley
Condofax Corporation Services Ltd.
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Doug Davies
FirstService Residential
403-299-1810

Linda Grey-Martin
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Dwayne Ropchan
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Simco Management (Calgary) Inc.
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Gordon J. Sheward
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Judy Walker
Ultimate Property Management Inc.
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■ CONSULTING

Edwin Gnenz
Calgary Condominium Consulting Ltd.
403-660-0550

Nina Bhasin
Condo Document Inspection Centre Inc.
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Gerald Quigley
Condospec Inc.
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Eco Lighting Solutions
403-208-0257

Randy Brown
Fahrenheit 451 Fire & Security
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Jodi Scarlett
ProStar Cleaning & Restoration
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Streetside Development Corporation
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Entuitive Corporation
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Don Allen
Excalibur Efficient Buildings Ltd.
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Sathya Ramachandran
Exp Services Inc.
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Jon Maynard
Halsall Associates Ltd.
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Kellam Berg Engineering
& Surveys Ltd.
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Ryan Coles
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Fred Edwards
Read Jones Christofferson Ltd.
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Michael Plomske
Stantec Consulting Ltd.
Brian Breukelman
WSP Canada Inc. 403- 248-9463

■ INSURANCE

Sherry Bignell
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Greg Cortese
BFL CANADA Insurance Services Inc
403-398-2420

Michael Acheson
The Cooperators/Rockyview Insurance Services
403-948-1195

Michael Boisclair
Renfrew Insurance Ltd.
403-299-2465

Brenda Klassen
Renfrew Insurance Ltd.
403-299-1031

■ LEGAL

Evan Freitag
D'Arcy & Deacon LLP
403-716-2093

Derek Nash
Demiantschuk Lequier Burke & Hoffinger
403-252-9937

Gordon Van Vliet
Norton Rose Barristers & Solicitors
403-267-9436

Helen Rees
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Anton Q Suberlak
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Heather Bonnycastle
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James Polley
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403-873-3709

Stephanie Whyte
McLeod Law LLP
403-278-9411

Roberto Noce
Miller Thompson LLP
403-298-2439

Richard I. John
Richard I John Professional Corporation
403-205-3949



Welcome to new members

Individual Member

Gail McDermott

Condominium Corporation Member

The Estates at Terrace View
Poplar Green
Riverbend Terrace "B"
Eversyde on the Park

Professional Members

Ryan Coles
Tracy Grills
Kathy Corless
Maureen Wei
Edwin Gnenz

Sponsor Member

Superior Flood and Fire Restoration

cci south alberta chapter members

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Scott Venturo LLP
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Sarah Boyce
Schuett Law
403-775-7278

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CONDOMINIUM SALES**
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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

Stuart Maddaford
Hometime
403-308-0805

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■ **ACCOUNTING/FINANCE**
Home Investment Management Inc.
Richard Strand
403-229-1485

Pacific & Western Bank of Canada
Karl Neufeld
604-984-7564

Shahid Naqi Professional Corporation
Shahid Naqi
403-250-7664

William J. Rhind & Associates Ltd.
Will Pozzo
403-283-1378

Condo Cash Program
Jim Critchley
403-669-9516

■ **CONDOMINIUM MANAGEMENT**
Astoria Asset Management Ltd.
Lorelei Talbot
403-948-0337

Condeau Management Services Ltd.
Andy Tarr
403-531-1588

FirstService Residential
Linda Grey-Martin
403-299-1808

Diversified Management Southern
Joanne Sieb
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Lauretta Enders
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Gateway Property Management
Tashia MacDonald
403-537-7216

Keystone Grey Property Management
Eldon Morrison
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Larlyn Property Management Ltd.
Michael Holmes
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Magnum York Property
Management Ltd
Peter Best
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MCM Property Management Ltd.
Ming Chow
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Monday Management
& Condominium Services Corp.
Pamela Wilson
403-230-9405

New Concept Management Inc.
Karen McGhee
403-398-9528

Rancho Realty (1975) Ltd.
Evelyn Thompson
403-640-9378



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President

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Karen Kovacs
403-254-0344

Sunreal Property Management Ltd.
Mike Stevens
403-343-0200

Ultimate Property Management Inc.
Judy Walker
403-287-3056

■ **CONSULTING**

247Condo
Stephen Cassidy
403-770-2939

Alberta Beverage Container
Recycling Corp.
Laya Mihalicz
403-264-0170

Alberta Real Estate Association
Debra Bunston
403-209-3608

All Weather Windows
Jory Kelndorfer
403-720-8055

Building Works Ltd.
Susan Peddie
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City of Calgary Water Services
Catriona Laird
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Alan Ring
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Edward Bushnell
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Greg Martineau Projects Inc.
Lee Martineau
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Keen Instinct Inc.
David Hawkings
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Jarrod Murray
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Mold Plus Ltd.
Bret McKay
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Cameron Carter
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Esther Strubin
519-624-9001

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Aaron Lavalle
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Jody Roberts
403-640-1334

Stephenson Engineering Ltd.
Johnson Leong
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403-530-7312

Trotter and Morton
Walter Galler
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Charlene Francis
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■ **DISASTER RESTORATION**

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Superior Flood & Fire Restoration
Bindy Dulay
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ethompson@ranchogroup.com
www.ranchocalgary.com

Evelyn Thompson, A.C.C.I., F.C.C.I.
Director of Property Managers
Residential Division
Real Estate Associate

NOW, THEN, MR NUSBAUM..
HOW SOON AFTER YOU
BECAME PRESIDENT OF YOUR
CONDOMINIUM BOARD DID
YOU FIRST EXPERIENCE THESE
FEELINGS OF OMNIPOTENCE?

The Degree of
Doctor of Psychosomatic
Arts

drie



JIM KELLY 27/10/14

2015-2016 Sponsorship Opportunities

CCI S. AB events have strong attendance from condominium directors and owners from Calgary and area. Sponsorship provides an excellent venue for our professional and business partner members to gain industry-wide recognition while also supporting CCI S. AB.

We offer several options for Sponsorship and are confident that one of these will meet your company's needs.

Institute Sponsorship Packages	GOLD LEVEL	SILVER LEVEL	BRONZE LEVEL
BENEFITS OF YOUR SPONSORSHIP:	☐ \$3,000 MAXIMUM OF 2	☐ \$2,000 MAXIMUM OF 4 SPONSORS	☐ \$1,000 MAXIMUM OF 4 SPONSORS
■ AGM Sponsorship	✓	✓	—
■ Course Session Sponsorship	2	2	3
■ Logo on all CCI S. AB e-blasts for one fiscal year	Prominent sizing	Mid-level sizing	Small sizing
■ Colour ad in 4 issues of seasonal newsletter	Full Page	Half Page	Quarter Page
■ Luncheon Sponsorship	2	1	—
	<u>\$600 savings!</u>	<u>\$500 savings!</u>	<u>\$250 savings!</u>

INDIVIDUAL SPONSORSHIP:

LUNCHEON SPONSORSHIP	COURSE SESSION SPONSORSHIP
☐ \$500 LIMITED TO 1 PER YEAR	☐ \$250 LIMITED TO 2 SPONSORS PER COURSE SESSION
✓ Your company logo on the sponsor screen of the meeting Powerpoint slides ✓ Your company logo on signage at the Lunch ✓ Your company logo on event promotional e-blasts to members ✓ Recognition from the podium by our Lunch Host ✓ 5 minute infomercial to speak and promote services to attendants ✓ Table top exhibit	✓ Table top exhibit ✓ Your company logo on the welcome screen of the course Powerpoint slides ✓ Your company logo on signage at the refreshment table ✓ Your company logo on course session/event promotional e-blasts to members/non-members ✓ Recognition from the podium by our course/event presenters

Sign up by **June 30th, 2015**. Opportunities are limited and we process forms on a first-come first-serve basis!

2015-2016 Sponsorship Opportunities

Sponsorship Summary

2015-2016 Course Session | Events Options:

☐ CM 101: October 22, 2015	☐ Sept. 22, 2015 Annual General Meeting
☐ CM 101: February 18, 2016	☐ October 27, 2015 Luncheon
☐ CM 101: May 12, 2016	☐ Nov. 24, 2015 Luncheon
☐ CM 100: November 7, 2015	☐ January 26, 2016 Luncheon
☐ CM 200: January 9 & 16, 2016	☐ February 23, 2015 Luncheon
☐ CM 300: April 7, 14 & 21, 2016	☐ March 22, 2016 Luncheon
	☐ April 26, 2016 Luncheon
	☐ May 24, 2016 Luncheon
	☐ June 28, 2016 Luncheon

Institute Sponsorship:

☐ Gold Level Sponsor	\$3,000	\$
☐ Silver Level Sponsor	\$2,000	\$
☐ Bronze Level Sponsor	\$1,000	\$

Individual Events:

☐ Luncheon Sponsorship	\$500	\$
☐ Course Session Sponsorship	\$250 per course	\$

TOTAL SPONSORSHIP

\$

NAME

COMPANY

MAILING ADDRESS

CITY PROVINCE POSTAL CODE

PHONE FAX

EMAIL

PAYMENT:

☐ Cheque enclosed ☐ VISA ☐ Master Card

CARD NUMBER

CV CODE EXPIRY |

CARDHOLDER NAME (PLEASE PRINT)

CARDHOLDER SIGNATURE

Sign up by June 30th, 2015

Opportunities are limited so book early
to avoid disappointment!

SOUTH ALBERTA CHAPTER

Please make cheques payable to:
CCI, South Alberta Chapter

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www.ccisouthalberta.com

specs and rates

Showcase your products and services to owners, boards of directors and property managers of Calgary condominiums. The CCI Review is one of the many benefits enjoyed by members of the Canadian Condominium Institute, South Alberta Chapter.

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



deadlines

Fall 2014 issue	Friday, October 31
Winter 2015 issue	Sunday, February 15, 2015
Spring 2015 issue	Wednesday, April 15, 2015
Summer 2015 issue	Wednesday, July 15, 2015

production requirements

The CCI Review provides the following specifications to ensure the highest quality for ad reproduction:

- colours must be converted to RGB;
- minimum resolution of 300 dpi for all images;
- completed ad must be submitted as high resolution PDF or EPS;
- all ads, except full page ads, must have defining border on all sides;
- do not use crop marks;
- ensure all artwork is embedded and all fonts are set to outlines.

advertising submission

Please email your ad, with this form, to **administrator@ccisouthalberta.com**. We will invoice you upon receipt.

COMPANY

CONTACT NAME

ADDRESS

PHONE EMAIL

CHOOSE AD SIZE:

☐ eighth page ☐ quarter page ☐ half page V ☐ half page H ☐ full page

Do you love your condo? Is it a great place to live?
Tell us about your condo and it could be our

Condo of the Year

Christie Point



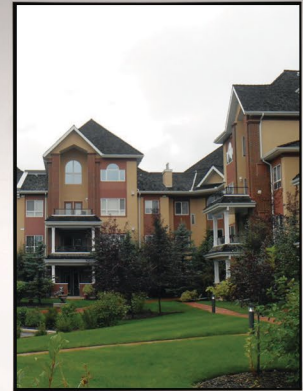
2012

Park Place



2014

The Tudors at the Landings



2013

»» What makes your condo such a great place to live?

»» How do you build community?

»» Please describe in detail why your corporation deserves the award.

SOME IDEAS ON THINGS TO INCLUDE WITH YOUR SUBMISSION:

Owners Quotes • Pictures • Social or culture committees • Problems you have overcome

PROCESS:

Your submission will be reviewed by the Awards and Recognition Committee of the CCI Southern Alberta Board.

3 finalists will be chosen.

Site visits are then arranged with each of the 3 finalists in early September. During this Site visit we talk to your representatives and tour your property. We want to get to know you and your corporation.

The committee then determine the winner. All 3 finalists are invited to and treated to lunch at the September 22, 2015 CCI Annual General Meeting where the winner will be announced.

SUBMISSION:

Due in our office August 15, 2015

3 Pages Maximum. (No handwritten submissions please.)

Please submit applications to

PO BOX 38107

Calgary, AB

T3K4Y0

administrator@ccisouthalberta.com