



Andrew Fulcher

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plus members
and there is every
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to be able to attain
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Message from the President

What an honour to be elected President of the CCI Southern Alberta Chapter! Having sat on the Board for 4 years, I was delighted to be asked to take over from Greg Cortese as President. Greg leaves big shoes to fill! Watch this space to see whether I am up to the task...

Here are a few of my goals for the next while...I am hopeful that we can increase our penetration into Southern Alberta through trade shows, seminars and courses delivered in centres such as Lethbridge, Canmore, Medicine Hat and Banff. I would like us to support and advise a fledgling owners' group which shows enormous promise. I would also like to see us increase our membership from the 230 or so current members to 400 or so. The North Alberta Chapter has 450 plus members and there is every opportunity for us to be able to attain their level of success. To do these things will take a lot of work from all our Board, and quite some time. Fortunately, we have a great Board of committed Directors who represent a good cross

section of our industry and some of its brightest stars.

Those of you who attended the ARC Conference November 6th and 7th at Winsport had a golden opportunity to network with, and listen to, experts in many fields from across the condominium industry. Kudos to the event organizers: board members from CCI, REIC and ACMA. What a great event! What interest! What great break-out sessions! The legal panel which finished off the event (all of whom have been practicing law since before I began to shave on a regular basis!) was very entertaining and informative.

The stand out for me was keynote speaker Cheryl Bernard, the former Olympic curler, who entertained and

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message from the president

(continuation)

presented so beautifully. Her speech, which left a few of us damp-eyed, expounded on the theory that we each write our own history and we each can either let ourselves be defined by others' criticism and their stories, or we can seize our history and own them, writing them ourselves. Her glowing example, as she passed her silver medal round the room to delighted oooos and ahhhhhs, hinged on the fact that her team won silver not gold. How do you define that? Success or failure? She defined it by saying the difference between first and second comes down to a millimetre, a turn of the rock one way or another. To even be at the Olympics is an achievement, an accumulation of incredible odds, a series of impossible victories, monumental commitment and extraordinary work ethic. The medal to her is a tangible badge of achievement. Real success, not failure.

I am reminded through this, how often in our daily condo lives, we tend to focus on the negatives: he parks too close to me, she does not pick up after her dog...perhaps we'd be better to rewrite these stories...reimagine the history...reframe the event...maybe he needs more room to get out of his car due to an infirmity, or maybe she needs help looking after her pet.

So, as we write the usual fall letter to owners, asking them to close their windows once it gets below freezing, to report icy areas and any bulbs burnt out, we need to be mindful that we can, if we so choose, replace some of the negative histories we have built with more positive ones. Give it a try and let me know the results.

Have a good Fall/Winter. In conclusion, please remember the sage words of the great Red Green: "I'm pulling for ya! We're all in this together." And so we are....

Andrew Fulcher
Andrew Fulcher

CCI South Alberta Chapter, President

2016 year at a glance

Luncheons

January 28, 2016

February 25, 2016

March 24, 2016

April 28, 2016

May 26, 2016

June 23, 2016

Events

June 2016

18th Annual Golf Tournament

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

All luncheons are held at the **Coast Plaza Hotel & Conference Centre, 1316 33rd**

Street N.E. 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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Condominium management burnout

Guarding against stress in a stressful industry

By Maria Bartolotti

Q: Dear Maria – I am thinking of going into condo management, do you have any tips for me?

A: They say that condominium managers experience a high level of burnout then in most industries.

This is my personal perspective on the subject; it may not cover everything you need to know, but I will share a bit about why and how to cope with burnout.

As a professional Condominium Manager in Alberta, I can speak from personal experience, that I have not only seen burnout in my industry but have also experienced stress first hand.

Stress is one of the reasons that most condo managers resign from their position and from the industry.

One of the questions I'm constantly being asked is "why, why is it so hard to keep a condo manager?"

When we get to the route of this question, there are key factors that play a part in why a manager leaves his/her position.

The biggest factor of them all is what I call, the "juggler." A manager must be able to juggle between the needs of contractors, Boards, residents, all the time mindful of maintenance issues, budgets, time lines, more time lines and personnel (to name a few), and be able to do it all in the "now".

When we feel that everything needs doing immediately, that creates over-stressed managers, which can lead to physical affects on our bodies, mental

health and the ability to function normally in any capacity of our lives. Lashing out verbally or emotionally may also be a sign that a manager is overloaded.

It is very important for a condo manager to have an outlet for them to cope with their stress. When they don't, it can lead to burnout.

It all starts with the Principal — it is no secret, the focus of most business owners, is sales. For me — Selling Condominium Management Services is a necessary evil, after all it does pay the bills.



Learning through my own mistakes, if you do not give your condo manager/s the tools they require such as; proper training and a support system to effectively manage their portfolio, it will essentially lead to a lost client or the manager resigning from the position.

As an owner it is your job to provide supportive autonomy that's appropriate

to the condo manager's level of capability. The key is to be hands-on while giving them the room they need to succeed on their own. It's easier said than done. I get it!

Never overload the condominium manager with too many properties or high maintenance properties. This is a sure sign for disaster. A condo manager should be able to fulfill their obligations and duties without the unnecessary pressures that come with the job.

Implement step-by-step procedures, letters, forms and policies that a condo manager must follow. Having the right systems in place takes the guessing game out of the equation; it helps to lower the stress level and brings organizational platforms to your business.

As a condo manager, it is also very important to recognize when you need help and ask for it. You are not a superhero — leave that to the movies.

When you take on ALL the responsibilities and choose not to use your support systems that are in place; you set yourself and the company up for failure.

Prioritize and delegate your workload, this will make you more effective, reduce your stress levels and win you over with the boards, residents, contractors, co-workers, management and your peers.

So is it possible to get balance back into your life? I'd like to believe you can. Until next time ...

cci

■ Reprinted from Condo Living Magazine

ARC Conference

held November 6 and 7, 2015



CCI South Alberta Chapter President Andrew Fulcher with Keynote Speaker, Cheryl Bernard.

CCI South Alberta Chapter booth

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Condo of the Year

We would like to Congratulate the 2015 Condo of the Year Award recipient Varsity Towers Condominium Corporation. The award was presented at the September 24, 2015 Annual General Meeting.



CCI National Leaders Forum

held in Toronto, Ontario October 22 and 23, 2015



Condo Owners Forum

A number of Condominium Owners, who are also CCI members, have been working over the last year to establish a Condo Owners Forum in the Calgary Area.

The objectives of our group are:

- To enhance communication among Condominium Owners for the improved management of our homes and corporations;
- To share information and best practices;
- To enhance Condominium Board Management and Governance;
- To create a community (both virtual and physical) of informed and interested condominium owners with a place to meet, engage and support each other on and/or off-line.



While the group is just in its early planning stages, our general focus is to enhance the sharing of experience and information among Owners and thereby enhance condominium governance and lifestyles.

We believe this will be a benefit to CCI by:

- Increasing the knowledge among

condominium owners that CCI exists (in our experience most condominium owners are unaware of CCI);

- Increasing knowledge of Owners on how to contribute constructively to their Corporations;
- Increasing knowledge of CCI programs and courses;
- Increasing CCI Owner membership.

We met with the CCI Board on October 8 and look forward to working with CCI in future.

We ask CCI members to share this information with condominium Owners.

For further information contact members of our core group: Ken Scott, Linda Faulkner, Mark Hambridge or Terry Gibson through: condownersforum@shaw.ca



CCI Condominium Management Course



Condominium Management 101

February 18, 2016 6:00pm – 9:30pm
May 12, 2016 6:00pm – 9:30pm

Condominium Management 100

January 23, 2016 9:00am – 4:30pm

Condominium Management 200

January 6 & 27, 2016 9:00am – 4:30pm

Condominium Management 300

April 21, 28 & May 5, 2016 9:00am – 4:30pm

Courses are held at the Coast Plaza Hotel & Conference Centre, 1316 33rd Street N.E. To register or for more information contact tel: 403.253.9082 fax: 403.220.1215 email: administrator@ccisouthalberta.com

National News

Fall 2015



Message from the President

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

As I sit here contemplating what new drama will be created in the new season of Grey's Anatomy and wonder what new twists will be brought to television land by "How To Get Away With Murder", I realize that another cycle has just started. Each Fall, we start anew in both television land and the world of the Canadian Condominium Institute. I watch the excitement in my spouse's eyes as she gets back into the lives of the characters in Hollywood, and realize that I too am excited about the changes that will happen in the life of CCI.

Each Chapter will hold their AGM, and their members will elect their representatives for the upcoming year. Many of these representatives will bring fresh ideas, renewed energy and a brand new story line to CCI. These ideas will filter through the ranks and end up being shared, accepted, adopted and implemented by many other Chapters across Canada. Those ideas will change who we are, what we do, and ultimately where we are going.

As an example of this phenomenon, I give you Charlie Oliver. Charlie is a radical, outside of the box genius that graced our boardroom for about a decade just a few years ago. He was elected in the Newfoundland and Labrador Chapter, which is one of the smallest Chapters in the country, and almost immediately got involved at the National level, where he stayed from 2002 until 2009, acting as the National President in 2006/2007. He had an

idea to streamline the governing of CCI, and proposed a whole new model of leadership. His vision, and his fortitude in delivering that vision, rocked the whole country. That model is the one that we utilize today at CCI. Thank you Charlie.

The Canadian Condominium Institute has a small executive of 8 members that make day to day decisions to keep the motion going forward. We have a National Council, representing each Chapter, who help us to correct the course if we are off track. We have Chapter Boards who decide which of their group is best suited to represent their Chapter at Council, and the Chapter Boards run the grass roots operations in your local area to bring education, information, representation and networking to you and your fellow members. You and your fellow members elect the Chapter Board members that you want to represent you at your Chapter. Your time and wisdom in finding the right people to represent you has a huge ripple effect throughout all of Canada. Your vote will shape the future of who CCI is, what we do, and where our future lies.

Now, let's talk about John Peart for a second. John was elected by the Ottawa Chapter about thirty years ago, and has been re-elected many times since, having served two times as the Chapter President. He has brought vision, wisdom and leadership to both the Chapter and the National forum ever since. He served on the National Board and

National Council level from 2002 until 2011. His contribution as National President in 2005/2006, and a member of a myriad of committees, ad hoc task forces, conference leader, presenter, teacher, mentor and friend have proven that your vote was very well cast. John led the committee that rewrote our National Bylaws to reflect Charlie's vision and is the base of today's structure of CCI. We will be recognizing John's vast contribution when he gets inducted into the Hall of Fame as only our fifth lifetime member at the National Awards Dinner on October 22nd.

We cannot talk about great votes being cast by our members without mentioning Pat Cassidy from Nova Scotia. Pat has contributed to CCI in so many ways over his years that it would be impossible to even try and list them all. Perhaps his greatest contributions were helping to form both the Nova Scotia and New Brunswick Chapters, and we also credit him with being instrumental in the formation of the Newfoundland chapter too. As great as

continued...



Message from the President Cont'd.

that contribution was, he is best known for his ability to teach the rest of us patience, understanding and appreciation of mankind. Pat is a believer in people, and he helps to make everyone he comes into contact with a believer. I would bet that he has changed a lot more than just CCI with his efforts, and there is likely a long line-up of people who would agree with me. Pat served on the National Board for 15 years from 1993 until 2008. He served as National President from 1999 until 2001. Pat will be receiving our newest award, The Ron Danks Award, named in the memory of a dear friend of Pat's and all of us at CCI on October 22nd as only the second recipient of that honour ever. This award is to recognize the ultimate embodiment of a volunteer for CCI at the National level. He is a leader by example, and a wonderfully supportive sounding board for everyone he comes in contact with. Every person who receives this award is being recognized by CCI as a great mentor,

leader and friend at the National level whose actions exemplify what CCI is. Ron Danks would surely have chosen Pat as a recipient of this award. Thank you Pat.

When elections happen at CCI Annual Meetings, we open the door for others to come in and have a profound effect on CCI, its activities, and all of its members. We give an opportunity for people to make a difference. We welcome the differences that make each region in Canada distinct, and celebrate our differences with open arms. We incorporate those distinct differences, and try to recognize tomorrow's leaders and give them the support to see their vision come true. The best part is, that the beneficiaries of all of this wisdom, foresight, guidance and leadership is you, our member. So please, take some time to pat yourselves on the back, because you have chosen some wonderful leaders over the years.

As a National organization, we try to recognize those people who have contributed so selflessly and profoundly over so many years. It is impossible

to recognize every single person, but I think that it is time for us to make a more concentrated effort. On behalf of all of our members across the country, if you have contributed your time, your knowledge, and your wisdom for the betterment of CCI and condominiums across Canada, then please accept our deepest gratitude for your contribution and sacrifice. Although it may appear to have gone unnoticed, please rest assured that it has not. As a local member, please feel free to reach out to your elected leaders and thank them personally. Your gesture will mean the world to them.

Until next time, I remain honoured to be your elected President, and thank you for all the support that you have shown me over the years. It has not gone unnoticed. I am confident that this new season of CCI will see new rising stars appear who will be tomorrow's recipients of our highest honours!



EXECUTIVE PROFILE



Geoff Penney, B.A., LL.B., ACCI

Benson Buffet
National Chair

Geoff has been involved with CCI in Newfoundland and Labrador since the Chapter received its Charter in 2003 and has held a professional membership since this time. He served as Chapter President from 2004 to 2009 and has continued to sit as a director ever since. On many occasions Geoff has been a speaker at CCI seminars and information sessions on a variety of topics. He was also a member of a special committee established to make recommendations to the Provincial Government concerning amendments to the Condominium Act which came into force in 2011. Over the years Geoff has offered condominium related seminars to lawyers, real estate associations and insurance groups. He teaches the condominium law section of the Bar Admissions course each year.

Geoff was introduced to CCI nationally in 2006 when he was elected to the National Board of Directors (under the former system). He was elected to the National Executive Board of Directors in 2008 and has served as Secretary, Vice President and President. He is currently the Chair of the National Executive Board. Geoff has also been a member of the National

Government Relations Committee and the Constitution Committee.

Professionally, Geoff is a lawyer and maintains a practice in Condominium Law, Construction Law, Contract Law and Civil Litigation. He has represented developers in the creation and registration of new condominiums but mostly advises and represents condominium corporations in cases of Bylaw and Declaration amendment and interpretation, governance issues and dispute and collections issues.

Geoff says that he has thoroughly enjoyed his years of service to CCI both locally and Nationally. He sees the organization's primary roles to be education and in providing a forum for the sharing of ideas and experiences across Canada. Geoff has expressed on numerous occasion that the backbone of CCI are its volunteers who work tirelessly for the benefit of CCI members in their chapters. Relationships are really the key and Geoff values the many friends he has made across the country through his CCI involvement. 🍁

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 – When can the police gain access to the common elements?

The Ontario Court of Appeal has upheld a lower Court ruling that the police have no right to gain access to a condominium's common elements without permission or a warrant (except perhaps in cases of "hot pursuit"). Here's my summary of the Court of Appeal's decision:

R. v. White (Ontario Court of Appeal) July 7, 2015

Police illegally entered onto condominium's common elements

The lower Court held that the police had illegally entered onto the common elements of a ten-unit condominium apartment building. The police had obtained a search warrant, on the strength of information gained as a result of the illegal entry. The lower Court ruled that all of the resulting evidence (obtained with the search warrant) was inadmissible. [See Condo Cases Across Canada, Part 42, May 2013.]

The Crown appealed the resulting acquittal of the accused. The appeal was dismissed. The Court of Appeal said:

Although (the accused, who was a resident in the condominium) did not have absolute control over access to the building, it was reasonable

for him to expect that the building's security system would operate to exclude strangers, including the police, from entering the common areas of his building several times without permission or invitation and investigating at their leisure. It was reasonable for him to assume that although access to the building's storage area was not regulated, it was not open to the general public. And it was reasonable for him to assume that people would not be hiding in stairwells to observe the comings and goings and overhear the conversations and actions within his unit.

In any event, the fact that a relatively large number of people may have access to a building's common areas need not operate to eliminate a reasonable expectation of privacy. It is one thing to contemplate that neighbours and their guests, all of whom may be strangers to another resident, might be present in the common areas of a building, but another to say that a resident has no reasonable expectation of privacy as a result. An expectation of privacy may be attenuated in particular circumstances without being eliminated.

....

The (Crown) asserts, but did not establish, that the searches were authorized by law because the police had an implied invitation to enter common areas of the building to conduct non-intrusive investigative steps. Although it is clear that the police, along with members of the public, have an implied license to enter a property and to knock on the door, this is for purposes of communicating with the resident. In this case, the police did not use their implied license to knock on the (accused's) door. On the contrary, the police did everything possible to conceal their presence in the building.

In my view, the trial judge's conclusion that the evidence obtained by the police during the three visits to the condominium prior to obtaining a search warrant was obtained by trespassing on private property is correct. The evidence of (one of the condominium's directors) that consent to enter the building would have been granted had the police asked, cannot be relied on to provide retrospective license to the police to enter the building surreptitiously. Indeed, the action of the police in obtaining after-the-fact authorization from the condominium residents to allow the police to enter the building in the future suggests that they were aware of Trespass to Property Act concerns.

In summary, the Court of Appeal held that the search was unlawful and that the resulting evidence was properly excluded.

continued...

Condo Cases Across Canada Cont'd.

BC Case – Binichakis v. Porter (B.C. Supreme Court) May 7, 2015

Various claims against strata corporation (including claims for harassment, intimidation, assault, defamation and oppression) dismissed. Slip and fall claim permitted to continue

The plaintiffs owned a strata lot. They asserted various claims against the strata corporation and against former members of the strata council, including claims for:

- Harassment and intimidation
- Assault
- Breach of a parking agreement
- Breach of an agreement for security services
- Trespass to property (trespass to the plaintiffs' vehicle)
- Occupiers Liability (slip and fall)
- Defamation
- Oppression (including failure to produce documents and improper levying of fines)

On a Summary Judgement Motion, all of the claims were dismissed for either lack of proof or due to expiry of the limitation period, except for the slip and fall claim. That claim was allowed to proceed to trial against only the strata corporation.

Alberta Case – Zul K. Verjee Professional Corporation v. Condominium Corporation No. 9012335 (Alberta Court of Queen's Bench) June 1, 2015

Board improperly determined common expenses

This condominium is a mixed residential-commercial project in Calgary. The applicant was one of the commercial owners. The Applicant alleged that the board had unfairly imposed excessive common expenses on the commercial owners.

In the past, the board had levied common expenses based upon unit factors, even though the corporation's by-laws called for a different method. For the 2014/2015 budget, the board applied a new method which the board felt was in keeping with the by-laws.

The Court determined that the board's new budget was not in accordance with the by-laws. According to the Court, the common expenses payable by the commercial owners should have been significantly lower. The Court ordered appropriate adjustments (for the year 2014/2015). The Court also held that the board had acted unfairly and without proper regard for the interests of the

commercial owners. As a result, the Court made the following Orders:

- The Chair would be immediately removed from the board and would be barred from standing for election in 2015.
- All other board members, apart from Mr. Verjee, would be prohibited from being candidates in the upcoming election.

Ontario Cases – Simcoe Condominium Corporation No. 89 v. Dominelli (Ontario Superior Court)

Owner must remove dog that exceeds 25 pounds. No Human Rights entitlement

The condominium corporation's rules prohibited dogs that exceeded 25 pounds. One of the residents had a dog that weighed over 25 pounds. She claimed that she needed the dog because of a disability; and she produced letters from a doctor to support her claim. The doctor's letters stated that the resident had a medical condition and that the dog was an important part of managing her related stress. The condominium corporation asked to receive more detail (from the doctor) as to the nature of the disability and why it could not be accommodated by the resident having a smaller dog (i.e. a dog under 25 pounds). The condominium corporation asked for the resident's consent to speak with the doctor (to obtain the requested additional detail). This consent was not provided.

The Court held that there was no proven disability for purposes of the *Human Rights Code*, and ordered that the dog be removed.

The Court said:

The test for disability...requires medical evidence, a diagnosis of some recognized mental disability, or "working diagnosis" or "articulation of clinically-significant symptoms" that has "specificity and substance". Dr. Vanderwater's medical evidence to assert (the resident's) diagnosis did not provide that.

...

...there is no evidence before this court that Dr. Vanderwater's generic labelling of (the resident's) diagnosis as a "medical condition" falls under the definition of "disability" within the meaning of section 10(1) of the Code.

...

They should have provided the requested information. The (condominium corporation) was entitled to adequate, objective medical information with a diagnosis of a mental disability and information about (the resident's) disability-related needs. By refusing to provide such information, the respondents failed to cooperate in the accommodation process.

[Editorial Note: I note that there was no discussion, in this case, of the customer service standard under the Accessibility for Ontarians with Disabilities Act. Perhaps the parties concluded that it didn't apply in this case.] 🍁

CHAPTER CHATTER



Golden Horseshoe Chapter –

This summer, our Chapter experienced a whirlwind of activity! After our office administrator left, the Board considered its options and decided to contract Association Concepts to provide administration services. Sherry Denesha and her team joined us right in the middle of when renewals had to be issued! Thanks to Kim Coulter, we were fortunate and thankful to have two of his employees, Janet Leahy and Marianne Hallas assist us during the transition.

Meanwhile, in the Summer 2015 edition of Condo News, members were reminded that the first year membership was free for any condominium that had not been a member in the past. As a result, almost every property management company in our region stepped up to the challenge and a flood of condominiums became members. We have never seen this type of engagement before! Our membership increased by a whopping 62%! We grew from 750 members to 1,219 members! Imagine the opportunities we have been presented to promote CCI in the chapter. Clearly, we thank each and every member, but especially the management companies who made this year's membership drive such a success! There is no question that one of our chapter's goals in the upcoming year will be retention of all these new condominium members. Fortunately, with new legislation imminent upon us, promoting our educational courses will be a powerful tool that we can use to promote CCI.

Subsequently, our Annual General Meeting was held on September 24th at the Chicopee Ski Club in Kitchener. Bill Thompson took time out of his schedule to join us and bring greetings from National. Maria Durdan, David Outa and Nathan Helder provided reports from their respective committees being Education, Membership and Professional Partners. This year, we had a significant turnover on our Board.

Five positions became available and twelve members put their names forward! This is such a telling sign! We are very fortunate to have so many members willing to step forward and provide their expertise and time to continue to make our chapter so successful. On behalf of the Board and Chapter, Richard Elia acknowledged Karen Reynolds and Kim Coulter for their many years of service to our chapter and to National. Next, directors who completed their terms were graciously thanked for all their years of service. This included Don Bassindale, Michael Clifton, Kim Coulter and Karen Reynolds. Thanks to Carole Booth as well who also served as a director and was an active multi-committee volunteer! We have encouraged her and all the other eleven nominees to participate in one of our active committees.



At this time, we are pleased to announce that the new board members are as follows: Casey Beacock (new), Maurice (Chevy) Cheveldayoff (new), Maria Desforges, Maria Durdan, Richard Elia, Maria Finoro, Nathan Helder, Laurie Hebblethwaite (new), John Macleod (new), David Outa, Pam Smuts and Peter Webb (new).

Then, Sara Hicks, Editor of our Condo News magazine announced that Wentworth Condominium Corporation #228, better known as the Pigott Building located in downtown Hamilton was the winner of the "Condo of the Year" award. Christine Merswolke of LCM Property Services Inc. presented a \$500 restaurant gift certificate for the Board's enjoyment. Both Wentworth Condominium Corporation #65, known as The Shoreliner and Halton Standard Condominium Corporation #600, known as Arbour Lane were also acknowledged for their well written submissions.

Subsequently, Pam Smuts, Chair of this year's conference committee announced that the 2016

Conference and Tradeshow will take place on May 6 and 7, 2016 at Bingeman's, Kitchener. No doubt, it will be another sold out event!

In conclusion, I am honored to be part of our re-energized chapter, ready to work with a great group of people who are excited about all the opportunities that await us this upcoming year! Stay tuned!

*Maria Finoro, RCM, ACCI, FCCI, President
CCI Golden Horseshoe Chapter*



Huron Chapter –

Our Chapter has been busy this year, starting off with a successful Director's Course on April 11, 2015, at the Cranberry Resort Inn in lovely Collingwood.

In June we held a combined ACMO (the "Association of Condominium Managers")/CCI luncheon in Barrie, which focused on Reserve Funds. This is an important topic for many condominiums. Our participants benefited from a practical and in-depth look, by various industry professionals, on how best to plan the management of capital assets in aging condominiums.

We recently held our AGM, Tradeshow and Conference on September 18, 2015, which had us at record attendance. We were honoured to have a host of well-known speakers, including the Mayor of Barrie, the Honorable Jeff Lehman. We covered a gamut of issues from 'Fire Safety' and 'Aging in Condominiums' to 'Bill 106' and 'Caselaw Updates'. One of our speakers at the conference was Chris Ballard, MPP of Newmarket-Aurora and Parliamentary Assistant to the Minister of Government and Consumer Services. Mr. Ballard provided helpful insight with respect to the status of changes to the Condominium Act, 1998 by Bill 106 and the next stages of the process.

continued...

Chapter Chatter Cont'd.

We also held our annual seminar in North Bay on September 26, 2015, which was well attended. In between, we have been working on developing a combined CCI Huronia/ ACMO one-day conference event in Sudbury which remains an untapped market for us.

We continue to work on government related issues including fair taxation at municipal levels within our Chapter. We look forward to seeing you all in Fall 2016 for the leadership forum!

*Patricia Elia, Vice President
CCI Huronia Chapter*



South Saskatchewan Chapter –

CCI South Saskatchewan is continuing to provide information seminars of interest to Condominium Boards throughout the Southern portion of our province.

With the number of condominium corporations more than doubling over the past decade, creating the need for an easily accessible resource for owners, boards, developers, and others interested in the condominium sector; our government has set up an extensive list of information that will help clarify several common questions and answers for condominium owners and potential owners.

In 2004, 773 condominium corporations existed in Saskatchewan. In 2014, the total number was 1,626.

Our 2015 Fall Conference and AGM is scheduled for November 15 and promises to be another successful event for all.

*Gerry Cairns, President
CCI South Saskatchewan Chapter*



Windsor-Essex Chapter –

Greetings from Ontario's far south. So far 2015 has been a great year for the Windsor Essex Chapter. Hosting the National Spring meetings was definitely the highlight.

The CCI Chapter AGM was held on September 17th we had a good crowd and for the first time in our memory a challenge for Board positions with an actual ballot election. Congratulations to all the new and returning Board members and for those unsuccessful we will find a role this year for you!

Our Ask the Expert Seminar in conjunction with the AGM was as always another of the year's highlights. Two of our new Board members participated and provided an excellent addition to the panel. As always it turned out to be a bit of a free for all and

the audience was treated with apparent "free" advice and comments on the perennial issues that never go away but are always head scratchers usually as a result of human perplexities.

The Board has once again taken the fabulous advice of other Chapters and is holding its very first Board retreat or "Strategic Planning" session scheduled for the end of October.

So we can look forward to the new innovations that we anticipate will come out of our Strategic Planning session so we can provide the Windsor Essex Condominium community the very best educational opportunities available. I can also share that the Windsor-Essex Chapter will for the very first time have multiple (3) Board members attending the fall National Leadership Forum in Toronto. (We did have multiple members attend the Windsor Forum – but the Toronto venture signals a new level of participation and commitment from our Chapter!)

Forever and always, looking forward positively, educating, learning and growing.

*William C. (Bill) Norris, BPA, AMCT, RCM
President, CCI Windsor-Essex County* 🍁

Congrats to CCI National Award Winners!

We are excited to announce the following winners of National Awards, being honoured at this year's Awards Evening on Thursday, October 22, 2015.



John Peart
(Eastern Ontario Chapter)
Hall of Fame Inductee



Pat Cassidy
(Nova Scotia Chapter)
Ron Danks Volunteerism Award

Carol Conrad (Nova Scotia Chapter) – *Distinguished Service Award*

Doreen Kerr (Manitoba Chapter) – *Distinguished Service Award*

For more information on how you can join us to celebrate CCI's finest, please contact the CCI National Office at info@cci.ca. 🍁

CCI National Sends AGM Greetings to All Chapters!

CCI National President Bill Thompson, has sent greetings from the National Executive to be shared at all Chapter Annual General Meetings. Sharing the successes for the chapter Boards with chapter members is a key way to involve all members in their chapter's success.

Below is an excerpt from one such letter (with the chapter's name removed).

Dear Chapter President,

CCI-N Greetings to Chapter Members **Annual General Meeting – September, 2015**

Annual General Meetings mark the end of one year and the beginning of another. They provide us with an opportunity to reflect on last year's accomplishments, and to plan our actions for next year. What have we learned and how can we build on our successes in 2015-16?

Thank you for showing your support for your Chapter and its Board by attending this AGM. By being here, you're also supporting CCI across the country, because all of us, across the country, depend on one another for our mutual success. You are an integral part of our success as a national organization, and also of your Chapter's success, and we all appreciate it.

The (Chapter) Board of Directors has demonstrated their commitment to CCI through their hard work over the past year. They take time from their busy lives to create local events that benefit you and other members of the condominium community, to reach out to non-members and bring them into CCI, and to take action on important national and regional initiatives...

... From all of us at CCI National, thank you and best wishes for another successful year!

Best regards,

Bill Thompson, BA, RCM, ACCI, FCCI
National President
Canadian Condominium Institute

UPCOMING EVENTS

Eastern Ontario Chapter (formerly Ottawa & Area Chapter)

October 15, 2015 – AGM & Seminar – Ottawa
October 17, 2015 – Condo Director Training – Kingston
November 27 – CCI/ACMO Tradeshow – Kingston
November 28 & 29, 2015 – Fall Directors Course – Ottawa

Golden Horseshoe Chapter

October 17 & 24, 2015 – Level 200 Course – Burlington
October 24 & 31, 2015 – Level 200 Course – Kitchener
November 21, 2015 – Level 300: Mediation and Dispute Resolution – Milton

Manitoba Chapter

November 19, 2015 – Lunch N' Learn: Insurance & Risk Management – Winnipeg
November 21, 2015 – The New Condo Act Seminar – Winnipeg

Newfoundland and Labrador Chapter

November 16, 2015 – AGM & Seminar – St. John's

North Alberta Chapter

October 15, 2015 – Winterizing Your Condo Seminar – Edmonton
October 17, 2015 – CM100 Level Course – Edmonton
November 17, 2015 – Condo 101 Course – Edmonton

North Saskatchewan Chapter

October 15, 2015 – AGM & Fall Seminar – Saskatoon

Nova Scotia Chapter

October 24, 2015 – CM200 Level Course – Halifax

South Alberta Chapter

October 29, 2015 – Lunch N' Learn – Calgary
November 7, 2015 – CM100 Level Course – Calgary
November 26 – Lunch N' Learn – Calgary

Toronto & Area Chapter

October 13, 2015 – Level 102 Course (Condo Governance)
October 20, 2015 – Twitter Chat: I Love AGM's
Nov 3, 10, 17 & 24, 2015 – Level 200 course, Toronto

Vancouver & Area Chapter

November 12, 2015 – How to Deal with Smoking in a Strata – Vancouver

Chapters are adding new events all the time, check back with your local chapter to get an updated list of events in your area!

www.cci.ca

Congratulations to ALL chapters on their successes!

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. 



We are excited to announce a new event venue!

**The Coast Plaza Hotel and
Conference Centre is located at
1316 33 Street N.E. in Calgary.**

THE VENUE INCLUDES AMPLE FREE PARKING

The value of adopting and signing a Director's Code of Ethics

By Tunde Kolozsvari, Senior Property Manager, Hope Street Real Estate Corp.

Since the vast majority of condo boards are primarily volunteer-based, condo managers may find it difficult to understand exactly what their fiduciary duties are and will be faced, from time to time, with ethical dilemmas that are hard to resolve.

Having a director's code of ethics is essential in identifying unacceptable behaviors as they arise and it also serves as a constant reminder for those on the board that their ethical choices impacts the whole community they have chosen to represent. By signing this document the board members acknowledge that they understand this responsibility and they commit to ensuring that their actions will benefit the entire community.

Below are some of the advantages of adopting a director's code of ethics:

1 It helps keep the members honest and accountable for their actions:

Asking all board members to sign a director's code of ethics that details the ethical requirements of their position, helps clarify the boundaries of the role they fulfill.

2 It aides in the prevention of certain conflicts of interest: What is a conflict of interest? Any time board



members are put in a position where they would have the opportunity to prioritize their best interest above those of the community they've agreed to represent, they are faced with a conflict of interest. A good example of a conflict of interest would be when a board member or their relatives serve as vendors for the board, such as a plumber or an electrician doing work for the condo.

The director's code of ethics clarifies what is considered to be a conflict of interest. In addition to that it is helpful in preventing any questionable ethical situations by requiring that board members disclose any potential conflicts of interest before they start serving on the board.

3 It establishes the role model nature of board members.

The board members' behavior serves as an example for the rest of the board and their own actions set the standard for the rest of the community. Explicitly stating this in a conduct clause really clarifies the exemplary standards expected of the members of the board.

4 It assists in minimizing conflict situations:

Having a director's code of ethics can also be used as a guideline should a disagreement arise between the members of the community or between the members of the board. To avoid any ambiguity when dealing with such disagreements, it is important to follow an established process, as outlined in the code of ethics, to ensure equal and fair treatment in all cases.

At the end of the day, each condominium board should have a director's code of ethics that is tailored to their specific needs, based on previous experiences, and which focuses on advancing the community's interests, as a whole.

Having a director's code of ethics is essential in identifying unacceptable behaviors as they arise and it also serves as a constant reminder for those on the board that their ethical choices impacts the whole community they have chosen to represent.



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The advertisement banner for Diversified Management Southern features a colorful skyline of various buildings at the top. Below this, a maroon banner contains the text 'Specializing In: Condominiums, Office Buildings, Apartment Buildings, Single Family Homes' and the company name 'DIVERSIFIED MANAGEMENT SOUTHERN' in large, white, all-caps letters. To the right of the name is a logo consisting of a stylized 'm' inside a circle. Below the maroon banner is a photograph of two hands shaking over a set of keys, with a modern building on the left and a suburban house on the right. A curved banner across the bottom of the photo reads 'MANAGING PROPERTIES FOR 34 YEARS...JUST LIKE WE OWN THEM'. To the right of this banner, it lists 'Members of BOMI International, Calgary Apartment Association, Canadian Condominium Institute, Better Business Bureau' with the BBB logo. At the bottom, it provides the website 'dms@divsouth.com', the address '218, 222-16th Ave. NE, Calgary, AB', and the phone number '403-230-7376' in large, bold, red digits.

Diversified Management Southern provides a wide range of property management, leasing, administrative, financial and insurance services. We specialize in the areas of condominiums, multi and single-family dwellings and commercial properties.

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The “Doctor” is concerned...

By Brian Shedden, BSSO – Entuitive

There is a cancer lurking within the walls of many of our wood frame residential condominiums.

It comes on slowly and usually is not noticed until the damage done is significant.

The buildings, usually 3-5 storey structures and generally built within the past ten years, look great. Nice stucco finishes with brick veneer, siding or concrete tile accents, interesting roof lines, columns supporting spacious balconies and landscaping right up to the base of the building. For first time buyers and downsizers, this type of community appears to be just what the doctor ordered.

When the symptoms start to appear, they seem benign enough. Some swollen baseboards, some leaking at the windows, maybe a bit of an odour or a stain that was not there before. Kind of like having a headache and hoping that

Advil will do the trick, corporations dispatch their handymen to touch-up the paint, maybe put a bit of caulking on, reattach the piece of cladding that is dislodged. And this goes on for a few years, but nothing improves. They still have their headache and the Advil is not working.

This is when the “doctor” is called.

And, just as is the process when you take your aching body to the doctor, the Building Science Specialist starts with tests. At our firm, we call it a Building Envelope Condition Assessment.

A review of the original building drawings, a visual review of the existing conditions, perhaps an infrared scan, a blower door test, smoke pencils and all kinds of other diagnostic tools. If these non-invasive techniques are either inconclusive or point to further issues, we move to exploratory dismantlement, or localized test cuts.

These test cuts are akin to having a biopsy. They give us direct access to the heart of the issue and, for the first time, open up the hidden elements of the building to our view

Corporations dispatch their handymen to touch-up the paint, maybe put a bit of caulking on, reattach the piece of cladding that is dislodged. And this goes on for a few years, but nothing improves. They still have their headache and the Advil is not working.



and also to the view of the residents. This is the important part: being able to communicate the findings to the residents and engage their understanding is the first step towards a successful treatment.

All too often in the past few years, by the time we get to the “biopsy”, we are finding decayed sheathing, decayed structural members and conditions that require immediate intervention, sometimes including emergency shoring just to keep the building standing up. This past year alone, I have had four such “patients”. In the one case, only one unit out of 36 had any symptoms...but the entire building had to be stripped down to its structure, shored in place while the wood structure was replaced and then →


re-built properly. That is an incredibly tough pill to swallow when special assessments of \$30-40,000 per unit result in a year of construction hell and you end up having only what you thought you had before it all happened. It's an even tougher pill when the residents are first time buyers with little in the way of equity to draw on or older residents on a fixed income.

So, what is the cause of this "cancer"? The answer is stunningly simple: The original builders failed to follow their drawings. Period. I have yet to review a set of original construction drawings that, had they been followed, would have prevented the problem. Simple things like overlapping the building paper in the

A conscientious builder would pay more attention to the internal systems that need to function well in our climate than the fancy finishes that are easy to see and recognize for issues.

right direction, metal flashings that drains toward the building instead of away, caulking...who uses caulking eh? It seems that when new buildings are built in Calgary, there is only one tube of caulking and that is shared between all of the builders. How about building the structure above grade, as required by the Alberta Building Code, rather than at grade or partially below grade, where the wood components are in constant contact with the ground and water. The list goes on and on and it is a shame. A conscientious builder would

pay more attention to the internal systems that need to function well in our climate than the fancy finishes that are easy to see and recognize for issues. Our building envelopes need to drain. Period. If they don't we all end up paying something for nothing and these days, who can afford that?

So, does your condo have its own "family doctor" for the building? If not, I strongly recommend that you get one soon and be in a position to get ahead of any major illness in your building before it becomes a big, big problem. 



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CONDOMINIUM CORPORATION MEMBERSHIP AS OF NOVEMBER 9, 2015

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Aviara	Killarney Meadows	Sierras of Tuscany
Carefree Resort on Gleniffer Lake	Kings Heights	Sierras of Richmond Hill
Chaparral Pointe Adult Condominiums	Lakeview Green Phase II	Sol of Sunnyside
Chaparral Estates	Lowery Gardens	Stella Nova
Christie Point	Mount Pleasant Court	Storybook Village
Cimmaron Pointe Condominium	Mountain View Terrace	Strathglen Estates
Coach Bluff Villas	Norwood Grande	Sunflower Garden Court
Coachway Green	Oakhampton Court	Sunridge North Business Park
Colonial House	Orchard Place	The Estates at Terrace View
Condominium Plan 0410103	Park 300 Palisades	The Homesteads
Condominium Plan 9210296	Park Place	The Mansions at Prominence
Condominium Plan 0312860	Pencross Condominium	Point
Condominium Plan 0713943	Pine Pointe Place	The Mesa at Crystal Shores
Condominium Plan 0513473	Pines Condominium Association	The Renaissance at North Hill
Condominium Plan 9010136	Prairie Sound Townhomes	The Tudors at the Landings
Cottage Club – Ghost Lake	Prince of Peace Village	The Victoria
Country Lane RV Park	Poplar Green	The View at Sunrise
Eau Claire Estates	Polo Park Phase 5A	The Windtower Lodge and Suites
Edgepark Villas	Ranchland Meadows	Varsity Estates Villas
Evergreen Village	Red Haus Condominium	Varsity Towers
Eversyde on the Park	Redberry Ridge Condominium	Varsity Villas
Fairway Greens	Redwood Manor	Victoria Cross Terraces
Fairway Village	Riverbend Terrace “B”	Waterfront Tower B
Fletcher Village	Riverview Court	Westchester Pointe Garden
Gladstone Village	Rocky Ridge Villas	Westgate on 8th
Glenbrook Meadows	River Ridge Estates	Westpointe
Hardwood Estates	River Run 1	Whitehorn Village Retirement Residence
Heritage Manor	Rutland Mews	Willow Tree Village
Holly Springs	Sandpoint Park	Zen at Kings Heights →
Holly Park	Sierra Grande	
Holly Point	Sierra Morena Villas	

Have you renewed your CCI-SA membership for 2015/16?

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

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Welcome to new members

Individual Member

Janice Charnstrom
Heather Malcolm
Donna Okrusko

Professional Member

Dean Dunbar
Andrea Forhan
Eleanor Kidder

Condominium Corporation Member

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UPCOMING EVENTS

November 18, Edmonton

Alberta's Seniors and Condo Life
At The Chateau Louis at 11:30am

Senior's housing specialist, Brenda Matthews sheds light on the reality of doubling of Alberta's seniors population in the next 20 years.

November 20, Calgary

RECA Consultation Paper

Presented by BFL Canada at
Hotel Blackfoot at 11:30am

It's time for a frank discussion about what is happening to the condominium management industry in our province. We want to go through the RECA Consultation Paper, digest it together, and form individual opinions to send back to RECA.

Cost: \$35 for members* | \$45 for non-members*
*Includes lunch

for more information go online www.myacma.com

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SAVE THE DATE

June 2016

18th Annual Golf Tournament

Elbow Springs Golf Course



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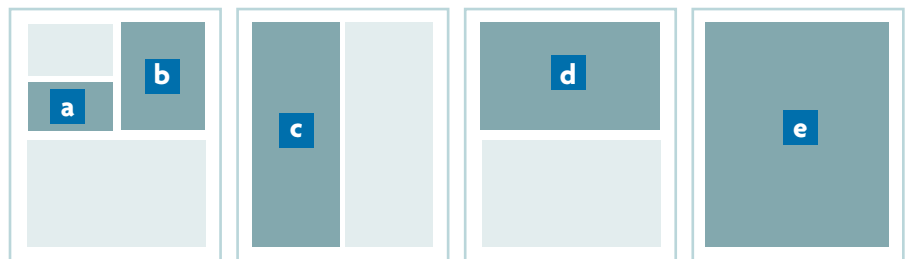
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deadlines

Summer 2015 issue	Saturday, August 15, 2015
Fall 2015 issue	Thursday, October 15, 2015
Winter 2016 issue	Friday, January 15, 2016
Spring 2016 issue	Friday, April 15, 2016

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