

president's message

## A Message from Your CCI National President

# CCI Celebrates 20 Years



I can't believe how the year is progressing. It just seems like a few weeks ago that we had our last Annual General Meeting, and now we are only a month or so away from our next one. I guess that old adage is true that time does fly when you are having fun.

Speaking of the AGM, (please see the notice in this newsletter for more information), I am certainly hoping to see many of our members in Toronto on November 15th, 2002, for our AGM and awards dinner. Our AGM will coincide with the condominium conference co-hosted by the Toronto Chapter of CCI and the Association of Condominium Managers of Ontario. The two-day conference and trade show looks to be a sellout, so register early so you don't miss out. The theme of this conference is "Building Better Communities". National has also had some involvement this year and as a result, many of the sessions will deal with common issues that are very relevant to condominiums across the country. We are also looking forward to meeting with a number of our friends from the Community Associations Institute of America. For those of you who don't already know, this organization is very similar to CCI and one of the things that we hope to discuss at the conference with our American neighbours is the possibility of a joint conference in Toronto at some point in the future. The various organizations involved have established a task force to work towards that goal and we will certainly keep you apprised.

Our work with the Canada Mortgage and Housing Corporation in developing a National

Condominium Buyer's Guide has wound up. The booklet is now undergoing a French translation after which it will be ready for publication. We are keeping our fingers crossed that it may be ready to distribute at the November condominium conference (see above), although we are told it may not be ready in time. This will be an extremely valuable resource for chapters across the country and we will certainly be letting everyone know when and how they can order copies.

Since my last message, I have had the opportunity to meet with our Windsor Chapter and actually participated in a seminar that they put on. I was very pleased to see so many members come out to the seminar as well as some new faces that it attracted. I also had the opportunity more recently to attend the AGM for the Huronia Chapter. It was very pleasing to see so many people come out. The Annual Meeting was followed by a round-robin 'ask the experts' session, which went over very well with the membership. The evening was capped off by a dinner cruise for the Huronia members and their guests. With over 100 attendees, it was one great evening. Many thanks to the Huronia Chapter for the invitation.

Through the hard work of Pat Cassidy and the Board of the Atlantic Chapter as well as the relocated Bob Kelly (formerly of South Alberta Chapter), efforts have been made to create a chapter in Newfoundland and Labrador, centered in St. John's. Pat and Bob had preliminary meetings with interested parties during the summer and arranged for a more formal seminar to be presented on October 19th, 2002. Pat, Patsy Ernst and other representa-

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tives from the Atlantic Chapter will be organizing the seminar which I will also participate in and we hope to attract enough interested people to get a chapter up and running in the very near future.

On our west coast, the Vancouver Chapter in waiting, has applied for formal certification and that will have occurred by the time you read this newsletter. Congratulations to Gerry Fanaken and Jamie Bleay and all the other volunteers on the chapter steering committee who worked so hard to get this chapter into place.

As you are aware, this is CCI's 20th anniversary. When the organization was incorporated in 1983, we had 5 chapters and approximately 69 national condominium corporation members of a total of 227 members. As a non-profit organization with limited funds and volunteers only, growth was slow. As time progressed and word got around about what great things CCI did, we attracted more and more converts. Today, our total condominium membership is 2000 corporations, and other forms of membership total 2,880. These condominium corporations in turn represent over 164,388 units which equals over 300,000 home owners!

Along the way, we have had many large and small accomplishments. We took on the Federal government along with our friends at ACMO, and managed to convince them that income earned on reserve fund investments should not be taxed. When the Federal government decided that adjoining condominiums who share common facilities should pay GST on their contributions for the upkeep of those facilities, we intervened again and through negotiation, convinced the government that no GST should be collected in those circumstances. In recent years, Nova Scotia, Alberta and Ontario have all undergone massive legislative changes. CCI was at the forefront in each of those provinces in assisting the various Provincial governments in developing the new legislation. Our chapters in Saskatchewan are now consulting with their government over some proposed amendments to their legislation.

Provinces that have more than one chapter work together on other projects as well. In Alberta, the CCI chapters are regularly consulted by different govern-

ment agencies on matters involving condominiums as well as the real estate and management industries. In Ontario, among other things, the chapters have recently completed an overhaul of our condominium administration course to both standardize and update for our new legislation. A few years ago, the Manitoba Chapter produced a series of video information tapes relating to condominium matters which have been shown repeatedly on public television channels.

Locally, chapters work with their members to promote good governance, give advice, and provide assistance and education. I think perhaps our greatest achievement as an association is the information and education that we provide to our membership both new and old on a regular basis. Over the last 20 years we have literally passed thousands of condominium directors, managers and other professionals through our educational courses and ACCI accreditation program. I would like to think that we have, in a very large way, raised the bar for condominium administration and management throughout the country. There is no other national organization like us in this country and we are looked to more and more often by all levels of governments for information and guidance on condominium related issues. We are truly the 'Voice of Condominium' in Canada.

This will be my last message as President as my term of office will expire in November. At that point, I will be succeeding Pat Cassidy as Chair of the National Board and will be welcoming Deborah Howes to the presidency. I would like to thank Pat, Deborah, Gerrit Roosenboom, Peter Harris and of course Diane Gaunt, our National Executive Director for all their assistance and guidance over the last year. I look forward to continuing working with this great team next year.

See you in November.

Ron Danks, President  
Canadian Condominium Institute



# Tenant Metering and the Law

by Luc Van Overberghe, Measurement Canada

The Canadian electrical industry is changing rapidly. It is currently in various stages of restructuring, which will open the industry to competition in the areas of generation, transmission and distribution, as well as in supplying electricity to end-use consumers through brokers or across provincial borders. As demands for energy management and accountability increase, facility managers and landlords look to electricity meters as a means of keeping their tenants aware of their consumption.

Electricity regulation, rate structures, publicly owned utilities and the electrical industry in general, fall within provincial jurisdiction. It is important to emphasize, however, that accuracy of measurement is solely a federal jurisdiction. The Electricity and Gas Inspection Act (EGIA) outlines the Minister of Industry's duties and powers with respect to electricity trade measurement which are administered by a special agency, Measurement Canada.

Measurement Canada has sole jurisdiction with respect to the administration and enforcement of the law which regulates trade measurement in Canada. In Canada, there are presently more than 1,500 public and private contractors registered with Measurement Canada to sell. This total includes all public and private utilities, industrial establishments as well as any registered private electricity contractors such as trailer parks and property management companies.

Registration with Measurement Canada as a "contractor" is the first step in electricity metering.

The EGIA also specifies rights and responsibilities for contractors (vendors of electricity), owners of meters and purchasers of electricity. These rights and responsibilities are designed to ensure equity to both buyers and sellers of electricity. They include, for example: purchaser is billed an amount based on a meter approved for use in Canada that has been verified for accuracy and then sealed by an accredited meter verifier; the right of an owner of a meter to have access for such purposes; the right of vendors and purchasers to call for a Canada dispute investigation; responsibilities for maintenance of meters; and, responsibilities for record keeping associated with the metering devices and the bills generated from them.

As technology changes, people discover new and innovative ways to meter electricity. Before any new model, method or technology can be used it must be subjected to a Measurement Canada approval process in order to maintain high quality and integrity of meter performance. Once a meter has been tested it will either be rejected or receive a Notice of Approval (NOA) assigned to the specific meter type or model. This information is to be displayed on the unit so all who use the device may verify that it is for use in trade.

Once purchased, the owner will assign a unique identification number

to the meter. It is displayed on the nameplate along with the other data required by the NOA. The device will then be tested by either a Measurement Canada inspector or an Accredited Meter Verifier. Upon verification the meter will be sealed. This seal is placed on the meter to preserve the integrity of measurement and to maintain confidence in the meter's readings. The owner of the meter is required to maintain records for the meter as well as account information. Each of these records is specific to that meter and to the customer for which the meter is registering. These records are kept for the life of the meter plus one.

Periodically the meter must be returned to a meter shop to be reverified by either Measurement Canada or an Accredited Meter Verifier. At any time during the life of the meter, the readings or condition of the meter may be disputed by either the electricity seller or buyer. The meter is removed from service and sent with the billing history to Measurement Canada for testing and assistance in resolving the dispute. This process ensures that all parties are protected and assured of the quality of the information used to generate bills.

Before proceeding with your metering project, be sure to contact Measurement Canada for more information and a contractor registration. They can be found in the blue pages of your telephone book or visit their website at: <http://mc.ic.gc.ca>

# Snapshots from the Archives

## National Awards



# Snapshots from the Archives

National Boards of Directors



## Windsor Chapter

### New Windsor-Essex County Chapter Announces First Board

We were privileged to have Ronald S. Danks, our National President, recently speak to our Chapter on the many benefits of CCI membership. Mr. Danks followed his talk on CCI benefits with a thought-provoking seminar on amending a condominium's operation by-law. After his presentation, the audience had an opportunity to ask questions of Mr. Danks ranging from dealing with non-compliant owners to removing unauthorized satellite dishes.

Our Chapter learned that the problems facing Mr. Danks' Golden Horseshoe Chapter are no different than our own. Perhaps that was the best illus-

tration of the benefits of sharing information through CCI. Our Chapter would like to extend our thanks to Mr. Danks for his thoughtful and informative seminar.

Our Board of Directors is looking for members to join our CCI Committees. Anyone interested in joining any of the following committees: Membership, Education, Website, Newsletter and Advertising, please phone our Chapter Office at (519) 978-3237. We look forward to your participation.

Andrea M. Thielk, President  
CCI Windsor-Essex County Chapter



Our Chapter was granted official status on November 17, 2001. The original Board Members were Terry Kipping, Gordon Lee, Art Ouellette, Suzanne Palchat, Bruce Rand, Elizabeth Talbot, Andrea Thielk and Dale Wannamaker. Special thanks for assistance in establishing our Chapter goes to Ronald Danks, Diane Gaunt, Michael Lander, Lee Miernecki, Gerrit Roosenboom and Barry Scott.

#### Windsor-Essex County Board of Directors shown as follows:

**Back Row L-R:** Kevin Hague, Gordon Lee, Paul Kale, John Curran

**Front Row L-R:** Terry Kipping, Art Ouellette, Andrea Thielk, Bruce Rand

**Absent for Photo:** Suzanne Pelchat, Elizabeth Talbot, Dale Wannamaker

## Toronto Chapter

The Toronto Chapter of CCI spent the summer preparing for a busy fall season. The first of two fall seminars was held on September 12th and was entitled: Reserve Fund "Reservations" (How Much Did You Say?). This important session was aimed at corporations who had already completed a reserve fund study and needed information on the different options available to collect the funds they required. The second fall seminar is scheduled for October 17th and is entitled "The Condominium President – The Quirks, The Perks and .... (The Jerks?)". The third in our series of President Seminars, this session promises to offer participants relevant and timely advice as well as the opportunity to network with other Condominium Board Directors. In addition to these seminars, the ever popular basic Condominium Course is set to begin on September 25th and will run for six consecutive Wednesday evenings. Registration information can be obtained from our website at [www.cci-toronto.org](http://www.cci-toronto.org) or by calling the office at (416) 491-6216.

Lynn Morrovat  
CCI – Toronto Administrator

## CCI Memories from Nova Scotia

In 1982 the world of condominiums in Nova Scotia was a well kept secret. I was a 23 year old lawyer buying a condominium in a converted, unfinished 200 year old building. My parents thought I was nuts paying someone to get a deed to their attic! At this time the Registrar of Condominiums was Howard Delano and Howard wanted the industry to assume responsibility for educating the public. He banded together a few condo owners he knew, me being one of them, and told us to take charge. The Nova Scotia Condominium Association was born from that group and now exists as the Atlantic Chapter of the Canadian Condominium Institute.

Our first seminar was underwritten by our group personally and was conducted by Jonathon Fine from Toronto. Our budget included Jon's expenses and rental of an auditorium at the local Technical University. Tea and coffee was not in the budget and Howard Delano donated a bushel of apples to feed the troops. The room was filled, the crowd surged with enthusiasm and our association began to thrive. Grass roots volunteerism, initial directors willing to take a chance for the condominium industry and a collective holding of breath until that first person showed up at the door with their admission

fee – a formula duplicated throughout Canada each time a Chapter is born – then and now.

Since 1982 we have seen many industry changes however, in this article I want to remember the people. Howard Delano became the first CCI National Director from Atlantic Canada and although still with us is in poor health. Jason Greenblatt, Jack Keith and Stan Raines helped form the initial Board and after years of dedicated service to CCI have passed on. Others such as Alan Heffler are alive and well and happy in retirement. Dick Barkhouse remains involved and is a valuable historical resource. The newer faces of CCI Atlantic many of you have met and without their time and effort what was started by the above mentioned people would have floundered. Such is not the case and the torch for bettering CCI has been proudly seized by our new generation of condo volunteers. All the best in the next twenty years and the twenty after that!

Patrick I. Cassidy  
CCI National Chair  
Life Member – CCI – Atlantic

## Golden Horseshoe Chapter

This is the 20th anniversary of the Golden Horseshoe Chapter. Its predecessor, the Southern Ontario Condominium Association (SOCA) was founded through the efforts of the late Penman Smith. Over the years, the chapter has increased its presence through courses, newsletters and the still talked about June 2000 National Board meeting and trade show held in Hamilton. In honour of Penman Smith the Chapter donates the H. Penman Smith Award of Excellence for the Most Outstanding Newsletter.

An all-too-brief summer respite has ended and planning for the Fall Level 200 courses and our AGM is underway. In addition to Burlington, we shall be running the Level 200 course in Guelph given the large support we have from that area of the chapter. This year's course attendees will receive a free pass to the PM Expo, Canada's largest property management and construction trade show to be held in December in Toronto.

The Chapter has had a preliminary discussion with the City of Hamilton with respect to their

garbage pickup policies which have recently changed and will have impacts on our members. The Chapter hopes to have more involvement when policies affecting our members are changed.

To assist real estate agents when dealing with condominium purchase and sales, we have contacted all of the real estate boards in our chapter to advise them of Audrey Loeb's publications; 'What You Need To Know' and 'Living In A Condominium'.

Over the past year the chapter has been receiving Condominium of the Year submissions from our members. We are very pleased to announce that Brant Condominium Corporation 21, Hayhurst Village in Brantford is this year's recipient.

Our AGM is being held in Burlington on October 24th. Our guest speaker will be Mr. Ben Rotsma of the Burlington Fire Department who will provide our members with some current information on fire safety in multi-unit residential buildings.

Kim Coutler, President, CCI Golden Horseshoe Chapter

## Regina & Area Chapter

The Regina and Area Chapter of CCI had its organizational meeting in July of 1996, and a second organizational meeting in January 1997. The issues of the day were unfair taxation, both at the Provincial level and at the municipal level. As well, our chapter requested input into proposed changes to the Condominium Property Act. The minutes of the day said there is also much work to do to educate condominium owners and boards with regard to their duties and responsibilities. In February, 1998, we had 33 members who belonged to the chapter.

Some success that can be attributed to our lobbying the City of Regina was to reduce the taxes on condominiums equal to the taxes on single family residences by reducing the assessment from 85% to 75% of fair market value.

My gleaning from the 1996 minutes show our membership fees at \$3.00 per condominium unit per year with a minimum of \$60.00 – real bargain to make your voice heard in a way that will count!

Waste management collection was an issue from day one with the City of Regina. A report from our chapter to the City pointed out inconsistencies and discrimination in their policies on garbage collection. The report stated “Whereas low rise condominium units are taxed on an equal basis to single family dwellings some condominium units receive garbage collected services while others do not. No vertical rise condominium units receive any garbage collection services. While single family dwellings receive the benefit of many types of services including snow removal, street sweeping, all condominium corporations are forced to pay for similar services themselves”.

Since our inception it was reported that there was a need for a central registry of condominiums similar to a registry system for corporations.

By April 2000, our membership dropped to 26, representing 973 units. The total condominium residences registered with the City was over 6300. By June of 2001 our membership stood at 45 members representing 1500 units, and by June of 2002 our membership grew to 52 members.

In 2001 and 2002 the issue with regard to unfair condominium property tax assessments are still much the same. Condominium owners continue to pay for services non-condominium owners receive as part of their property taxes.

Every once in a while a small breakthrough occurs. Just recently City Council has recommended all owner occupied condominium units are to receive a \$40.00 grant to be paid to the corporation on an annual basis as compensation for garbage collection. We will continue to lobby the City to have this grant applied to non-owner occupied units. Both the municipal and provincial governments are recognizing CCI as a legitimate body representing condominium owners and are requesting input from CCI into changes they are implementing.

The present Board of Directors, as past boards, continue to work for, speak for, and act as the voice of condominiums for Regina and Area Chapter. We invite all non-member condominium corporations as well as anyone else who works in the condominium industry, to join our chapter.

Congratulations to the Canadian Condominium Institute for 20 years of service to the condominium industry!

Ambrose Reschny, President  
CCI, Regina & Area Chapter



## Manitoba Chapter

The Manitoba Chapter held its 2002 Annual General Meeting and golf tournament on September 9th. The weather cooperated and the golf afternoon was perfect. Dinner, prizes and the AGM followed the tournament. All Directors returned to serve for another year.

Thinking of CCI's 20th anniversary, some highlights from the Manitoba Chapter include; forming the Chapter in 1984, successfully lobbying the City of Winnipeg in 1985 and in 1988 to ensure their use of CCI parameters in implementing Fire Safety By-laws, successfully lobbying for a separate tax classification for Condominium properties in Manitoba in 1986, publishing a Condominium Guidebook in 1995 and in 1997 creating for local television a "Condominium Life" series that aired 3 times a week for 36 weeks. Unfortunately we are again fighting unfair property tax treatment and with upcoming Civic and Provincial elections, we remain encouraged to achieve a return to more equitable tax treatment. Welcome to all CCI's new members and Congratulations to all the Chapters for an amazing year!

Edie Lipson, President, CCI Manitoba Chapter

## Huronia Chapter

We've been busy again this summer, sharing information and ideas with condo directors and managers throughout Central and Northern Ontario.

Seminars were presented in North Bay and Collingwood and throughout the summer, our directors provided help and information at various board and manager meetings in Penetang, North Bay, Huntsville, Bracebridge, Orillia and Lagoon City. A Seminar is scheduled to be held in Sudbury in October and planning is in progress to hold a seminar in Sault Ste Marie/Elliot Lake. A lot of questions are still being asked relating to reserve funds and the standard unit by-law. There is a great demand for managers, lawyers and engineers in the area we serve. Our membership is growing daily and from far and wide. Two condo corporations from Timmins have joined, as well as corporations from Sault Ste Marie, Huntsville and Lagoon City. As in Toronto, the Condo building business remains explosive in the Central Area.

In Barrie, the Grand Harbour Condo phase 1 building was registered in June and phase 2 of that project is expected to start soon. Another condo building is nearing completion at Minet's Point. We are looking forward to a busy year.

Gerrit Roosenboom, President, CCI Huronia Chapter

## CCI National Awards Dinner

Friday, November 15, 2002  
International Plaza Hotel  
Toronto, Ontario

6:30 pm Reception

7:15 pm Dinner

Everyone Welcome!

Recipients will be recognized in the following categories:

- CCI Fellowships
- Distinguished Service Awards
- Lorne Young Chapter of the Year
- H. Penman Smith Award of Excellence for the Most Outstanding CCI Chapter Newsletter

Don't Delay – Register Now!

Full Awards Dinner registration form available on the CCI website at [www.cci.ca/Events](http://www.cci.ca/Events) or contact the CCI office at (416) 491-6216.



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## North Alberta Chapter

# A Charter Chapter of CCI Looks Back

### **September 2002**

We must lead a charmed life in North Alberta because the fates have always bestowed on us the dedication, determination, strength, and leadership of true visionaries. In 1981/82, encouraged by a law colleague (Jonathan Fine), Don Kramer called together a focus group of people interested in the same thing - creating an organization to deal exclusively with condominium matters. This group included: Archie Zariski (Kramer's law partner); Kieth Sutfin (instigator of the Metropolitan Edmonton Condominium Association "MECA", which in the early 1970s comprised all sixteen of the condominium corporations then in Edmonton); Roger Lufkin, (President of MECA's successor, the Alberta Condominium Advisory Council "ACAC", formed in the late 1970's to meet the Provincial Government's wish to have single Province-wide voice); Garry Ruhl (Accountant); Hugh Falconer (Insurance Broker); Doug McNeill (Condominium Manager); Sharon Pomeroy and Marion Yalte, (condominium Board members); and others, altogether about twelve.

These extraordinary people combined their unique talents, perspectives, and areas of expertise (not to mention considerable personal resources) to create the North Alberta Chapter of CCI.

### **MILESTONES**

#### **June 14, 1987**

The first annual Westridge Park Lodge seminar and golf tournament was held. Westridge Park Lodge is located minutes west of Edmonton. A seminar on a

condominium related subject in the morning, followed by lunch, a golf tournament and barbecue to end the day. Over the years speakers and attendees have included engineers, lawyers, property managers, a former Speaker of the Legislative Assembly of Alberta (on how to conduct meetings pleasantly and without rancor - what else?), psychologists, condominium Board Members, Owners, and other interesting people. This event continued to be an annual CCI North Alberta Chapter highlight until recent years.

#### **July 31, 1987**

A tornado struck Edmonton, resulting in over two hundred fifty million dollars being paid out by insurance companies. The insurance industry put its disaster emergency response plan in action and, within days, claims people were settling claims. Woodborough Way, for example, suffered \$120,000 damage, mainly to its roof and received its first progress payment on August 6th, 1987! The balance was paid out as soon as the contractors' work progressed and was billed. The insurance was on a replacement cost basis and this particular policy had a disappearing deductible so the corporation and unit owners were not out one cent for the damage to the units and common property.

#### **October 28, 1988**

Members of the Chapter perceived a need to review the wide range of issues and concerns pertinent to condominium reserve funds, and to the extent possible, to develop a united industry position on actions required to resolve

questions surrounding reserve funds. It was decided that a symposium be held, bringing together experts from across Canada and the United States, along with prominent professionals from Alberta to examine and discuss the reserve fund issue. Hyman Shandling, Q. C., and Don Kramer chaired the symposium and participants included: Ron Clarke, Emmanuel ("Sonny") Mirth, - prominent lawyers; Peter Leong, Professional Engineer; and Richard Wyndhamsmith, author of Reserve Fund Study Guidelines and Condominium Budget Guidelines. The symposium was very well attended and recommendations arising out of the symposium included: mandatory reserve fund legislation, that qualified people conduct Reserve Fund Studies, plus a number of considerations and guidelines regarding reserve funds and Reserve Fund Studies.

#### **September 1, 2000**

The Alberta Condominium Property Amendment Act and Regulation comes into force. The process that began in 1989 was finally a reality. A number of Chapter representatives had given years of input into the new legislation; working closely with Government directly and through the Stakeholders' group chaired by the Minister of the now Government Services, who administer of the Act. Among other things, the Chapter held several public forums on the proposed changes as they developed over the years.

## NOTABLE NATIONALS

### ***Don Kramer***

When an owner at The Horizon Condominium participated in a landmark legal decision against the developers on June 27th, 1980 (and sustained by the Appeal Court in 1981), it put Don on the legal map, and cemented him as a permanent landmark on the condominium horizon in North Alberta. A founding father of the CCI and our Chapter, Don helped create the Board of Managers course manual on the subject, which formed the basis for the Condominium Management series. Don was instrumental in the amendments to the Act in Alberta, serving as Government liaison for many years. Nationally, Don helped to bring uniformity to membership categories and professional standards regarding the ACCI exam. Don continues to give unstintingly of his time to the Chapter and the national organization and is one of the most popular and sought after speakers across the country.

### ***Hugh Falconar***

This shy, quiet, unassuming person bowls them over as a speaker with his unprecedented knowledge of condominium insurance. A long time condominium owner in Tarpon Woods, and one of our Chapters' founding fathers, Hugh helped create the Board of Managers course manual on insurance related matters, which formed the basis for the insurance component of Condominium Management 100 - 300 series. Hugh served as Editor of the Chapter's Insite newsletter for a number of years, has advised Government on legislation as it pertains to condominium insurance, and continues to be a popular speaker at local and National educational events.

### ***Doug McNeill***

As a condominium unit owner at Hearthstone Condominium, Doug found that there was limited expertise in con-

dominium management in Edmonton and got into the condominium management business. Doug almost single handedly organized a number of memorable events including two Alberta Condominium Conferences and the October 1988 Reserve Fund Symposium. Doug also secured the support of the Provincial Government for Chapter endeavours. Doug passed away on October 12th, 1994.

### ***Deborah Howes***

A star in everything she does, all the way from high school to law school. We can all thank Don Kramer for introducing Deborah to condominium law and to CCI. Nationally, Deborah chaired the Long Range Planning committee and put together the committee's report "A National Vision". The National Board adopted the report and continues to implement its recommendations. Locally, Deborah is one of our most popular speakers. She has served on the Editorial Committee of the Condominium Management Project and co/authored much of the Condominium Management 100 - 300 materials. Deborah continues to give prodigious amounts of talent and time to the Chapter and nationally.

### ***Sandi Cooper***

Our current Chapter President became involved and immersed in condominium the day she was hired as the resident manager of Village on the Green, a 166-unit townhouse development. Sandi has served as a National board member on various committees, and as moderator at most educational offerings of the Chapter for a number of years. Sandi also served on the Editorial Committee of the Condominium Management Project and co/authored much of the Condominium Management 100 - 300 materials.

## LOCAL NOTABLES

There have been many people who have given their time and talents to make our Chapter a success. At the risk of only naming a few of all of those who have contributed so much to the success of the Chapter, mention must be made of: Kieth Sutfin - creator of Insite; Sharon Dunn (Manager), Colin Presizniuk (Accountant), Garry Ruhl (Accountant), Marion Yalte (Manager), Anne Kernaleguen (InSite Editor), Bill Kerr (Manager), Barbara Witt (Manager), Joan Harrower (Manager), Lucien Roy (Manager), Lise Warick (Consultant), Laverne Garrow (CCI - NAC Office Administrator), and Phil Turner, who has served as unit owner advocate for many years (Phil and his wife Shirley own a unit at Canada's first condominium, Brentwood Village, registered on December 20, 1967), and of course others too numerous to mention.

### ***Chapter Thanks***

This trip down memory lane would not be complete without acknowledging the contributions of other CCI "folk" who have come to our fair city to speak on a number of issues, including: Jonathan Fine (who visited Edmonton several times, to participate in: a panel at the Edmonton Convention Centre - 151 people attended; and a mock trial at the University of Alberta Law Centre; Peter Leong has also visited several times to speak on Reserve Fund Studies; Ron Clark frequent guest speaker at our luncheons and seminars, whose good natured humor served to enhance his reputation as someone who really cared about this thing called condominium; Bob Kelly who brought his "Wise Buyer's" seminar north to Edmonton, which has now become a permanent offering of our Chapter. And, finally thanks to the many National Board members who have, some twice, found the time and resources to attend semi-annual National meetings hosted by North Alberta, many of whom we drew on as speakers for the educational venues held in conjunction with those National meetings.



# Recognition of Founding Members of CCI

(Those Present at the Inaugural Meeting, November 27, 1982  
at the Inn on the Park Hotel, Toronto)

Teresa Alves	Ken Hughes	Shirley Pyke
Carol Ashby	Geoffrey Hunt	Max Rabinowitz
C.A. Ashton	John Hurlly	Diane Rachiele
Girts Atrens	Norman Hurren	Jeanne Rackley
Lanomie Baird	William Irving	Leslie Raetzen
M. Phyllis Baker* (Director)	George Jack	Bob Raey
Alan Baldry	Nick Jaeger* (Director)	John L. Rehorst
Pamela Baliski	Dennis Jamieson	Donald Relihan
Leslie Bambury	William G. Jeffery	Claude Renaud* (President)
Ruthe Barker	P.C. Johnny	J.R. Ritchie
Gordon Barnes	Cleve Kidd	Erwin Riven
Bernie Bashovic	Nancy King	Peter A. Robertson
Pat Bates	Irwin Klugman	Alan Rosenberg
Ed R. Bhajan	Norman Knowles	Alvin Rosenberg* (Director)
Suzanne Blackman	Harvey Korman* (Director)	Anne Schabas
David Blois	Andrew Kornai	Gerry Scott
Ida Bloom	Donald Kramer* (Director)	Andrea Sevcik
Mark Boljkovac	Norbert Kropp	Jeffrey Shankman
William L. Bosley	Ivan Krupirov	Wilf Shiff
Omer Bourgon	Richard Kubig	Al Skrlec
William A. Boyd	Bertram H. Leggat	Robert Smethurst* (Director)
John Brennan	Lloyd LeGrow	Jerry Smith
Peter R. Bristow	Rene Lepine	Penman Smith* (Secretary)
Al Buchin	Terry Littlefield* (Director)	Sidney Spiegel
Heather Chettiar	John Luck	Robert St. George
H. Christmann	Frances N.M. Lukban	Ritz Stafrace
Vincent Ciccone	John D. Lyon	David Stewart
Ronald V. Clarke	R. Maling	A. Stickler* (Director)
Myrtle Coates	Mark Mallabieu	John Stovman
Adele Cohl	Jutta Maloney* (Director)	Margaret Stratton
M. Cross	Michael Marovitz	Keith Sutfin* (Director)
Ed David	Joe Matroianni	Herb Swan
Rex Dennison	Elaine McAndrew* (Director)	Paul Torok
John A. Derry	Ken McBain	Graham Tym
Edward Dexter	Louise McCullough	Nick Vajda
William M. Doyle	Maureen McGuigan	Audrey Volesky
Kathleen Drew	Larry McKeag	H.H. Walker
Christine Drummond	Brian McKeown	Sylvia Walker
David Edwards	Verla McMullan	Robert Walmsley
H. Edwards	Lenny McPhail	June Weiler
Nina Evans	Angel Mealia	Richard Welburn
Jonathan Fine* (Vice-President)	Peggy Meecham	John Westerberg
Edward Furlong* (Treasurer)	Harry Miller	Valentin G. Wetzstein
Ben Gangbar	Stuart Millowitz* (Director)	Ronald F. Wheeler
Joel Genser	Paul I. Milne	Bernice White
Daniel S. Gold	Iris Mole	John Whitehouse
Allan Goldman	E.A. Morales	Mike Wild
Walter Gollick	Neil Morrison	George Williams
J. Goodbody	Robert Ness	Alison Wilson
F.J. Gour	William Newton* (Director)	Diane Winick
Sergio Grubbisa	Joe O'Brien	Wilma Witmer
Karl Haab* (Director)	David Olafsen	Steve Wurdits
Ben Hackl	Marsha Onyett	Michael Yearsley
M. Hagarty	Joyce Pargeter	F.G. Young
Carol Hecht	Antoinette Parisani	
Vivienne Hedman	Saul D. Paton	
Herb Hemberger	Grete Pawigon	
Yehudi L. Hendler	Roberta Pendergast	
J. Heslegrave	Andrew Pilish* (Director)	
Richard Hire* (Director)	Larry Popofsky	
John Hobbs	Elaine M. Powell	
Albert Hudon	Don Powers	

\*First Board of Directors  
(Absent from meeting but on First  
Board of Directors: David  
Medhurst)

## NOTICE OF 2002 NATIONAL CCI ANNUAL GENERAL MEETING

September 27, 2002

To the Members of The Canadian  
Condominium Institute

Dear Member:

### Notice of Annual General Meeting

**Friday, November 15, 2002**

We are pleased to advise that the  
Annual General Meeting (AGM) of the  
Canadian Condominium Institute  
(National) will be held on Friday,  
November 15, 2002 at 5:00 p.m. in the  
Mississauga Ballroom, International  
Plaza Hotel, 655 Dixon Road, Toronto,  
Ontario, for the following purposes:

1. Adoption of Previous Meeting,  
November 16, 2001
2. President's Report
3. Treasurer's Report, Appointment of  
Auditors
4. Nominations Report, Election of  
Directors
5. Chapter Reports
6. New Business

Yours truly,

CANADIAN CONDOMINIUM INSTITUTE

Ronald Danks, B.A., LL.B., ACCI  
President

# The Paperless Office

## Condo Corporations Should Turn Their Records into E-Paper

By: Milton W. Zwicker, B.Com., LL.B.

Condominium corporations must maintain a lengthy list of records for a long time. In Ontario, for example, you can find the list in Section 55 of the Condominium Act. Six years is a long time, but it is the time corporations must keep their financial records. These legal record-keeping requirements mean many corporations and their managers are awash in paper. Boards of Directors, who want to take control of this paper tiger, should adopt a digital document policy.

### Disadvantages of Paper

The cost to store and deliver paper is soaring. The paperless office was a big idea at the dawn of the office automation era. It never happened, but the concept is making a comeback. Many businesses and governments urgently need a reliable, easy-to-use electronic format for sharing, reviewing, filing, and archiving paper. They are hoping the comeback succeeds.

### The Solution

The solution for the comeback is available today. It is one that the U.S. Federal Judiciary, for example, has already chosen as its standard for electronic filing of case documents. Growing numbers of law firms are increasing productivity, decreasing costs and improving client services by changing from paper to electronic workflows with Adobe® Acrobat® software and other products and services based on Adobe Portable Document Format (PDF) files. You can think of Adobe Acrobat and Adobe PDF as ePaper-solutions. PDF files represent original paper documents exactly as intended while adding valuable digital services such as



password security, interactive forms, digital signatures, electronic markups, hyperlink navigation and searchability. Using Adobe Acrobat software, condo corporations can quickly and conveniently produce, share, distribute, comment on and file forms and documents across diverse applications, business processes and platforms.

Applications of Adobe Acrobat and Adobe PDF for Condo Corporation and their managers can improve productivity, cut costs, and improve services by using Adobe Acrobat and Adobe PDF for electronic filing, document review, document search and retrieval, and document archival. How a Board chooses to

integrate Adobe Acrobat and Adobe PDF into its corporation's record keeping will depend on its needs, comfort level with technology and openness to change.

### Electronic Filing

Preparing a status certificate with many pages of supporting documents is cumbersome. When that same information is converted to compact Adobe PDF files, all documents can easily fit into a single CD-ROM. You can securely store them online for interested parties to view and download. Thus, "e-filing" eliminates many of the costs, hassles, and delays of managing and archiving paper files. In addition, when by-laws and declarations are made into Adobe PDF files, information is available around the clock for those with password access to it.

The compact file sizes and widespread acceptance of Adobe PDF files allow easier management of information and access to materials without worrying about hardware or software compatibility problems. In addition, the ability to "lock in" a file's appearance ensures that the appearance of legal documents remain unchanged which means courts accept them as evidence.

### Secure Document Review

Adobe Acrobat software streamlines document review in three ways. First, you can send documents to anyone instantly, via e-mail or a secure intranet, eliminating the delays, costs, and hassles of paper document delivery. Second, you can secure Adobe PDF files with a password to prevent unauthorized changes. Third, document review-

ers can make comments easily using notation features such as strikethrough, highlight, and underline. With Acrobat 5.0, multiple reviewers can view and add comments to the same Adobe PDF document from within their Web browsers, which can significantly accelerate the document review process.

## Document Search and Retrieval

Many corporations and their managers keep records in boxes or file cabinets that someone must search manually to respond to enquiries. Some managers use word-processing applications to manage document lists, rifling through the boxes when they need to see the document itself. A sophisticated few have adopted database software to keep track of key documents and use Tag Image File Format (TIFF) imaging technology to view documents electronically. A standard format for scanned images, TIFF, provides an exact rendition of the original image, including handwriting, graphics and other markings. But you cannot search TIFF files, which makes it time-consuming to find specific details.

To overcome the limitations of TIFF, some people use it in conjunction with optical character recognition (OCR) software. OCR technology allows a computer to read the characters and letters on an image and to translate them into machine-readable text in a separate file. Even this approach comes up short, for two reasons. First, though you can search the text file, you have to link the original image to view the search results in original context. Second, handwriting and other non-text characters do not appear on the OCR file, limiting its usefulness for legal documents, which frequently contain handwritten notes.

Fully searchable Adobe PDF files overcome the limitations of TIFF and OCR text files. Like TIFF images, Adobe PDF files maintain exact fidelity with the original documents. Unlike TIFF images, you can search Adobe PDF files. That's because Adobe technology can store image information on one layer and maintain a text version of the document on another hidden layer.

Using Adobe Acrobat or Web-based search engines, users can easily find any string of text in context within the layout of the page. Searchable Adobe PDF files are more convenient than OCR files for research because hits are displayed directly on the images. This benefit alone can cut hours or even days off the process of locating important materials from hundreds of pages.

## Benefits of Adobe Acrobat Software for Condo Corporations

Adobe Acrobat Software and Adobe PDF enable boards and their managers to create, publish, and work with digital documents just as they would paper, cutting costs, saving time, and gaining efficiencies. Whether the original document is a native application file, Web-based, or paper, you can easily convert it to an Adobe PDF file that's fully searchable, maintains exact fidelity with the original, and can be read by anyone with the free Acrobat Reader® software. The Adobe Acrobat product line includes several software products including Adobe Acrobat 5.0, Adobe Acrobat Capture 3.0, and Adobe Acrobat Messenger software. When you want to convert large volumes of paper to electronic form, Adobe Acrobat Capture software works in conjunction with a scanner to convert the paper document to an Adobe PDF file. Acrobat Capture has additional features that include legal dictionaries, speedy review and cleanup of suspect OCR text and automatic creation of hyperlinks for tables of contents and indexes.

## Universal Readability

Condo corporations can provide documents to users that work with a variety of platforms, applications and application versions. When you convert documents to Adobe PDF, any unit owner, board member, or lawyer can use free Acrobat Reader software to view or print an exact replica of the original paper document. Adobe PDF is completely application-and platform-independent, so files appear exactly like the paper originals when viewed on-screen or printed, across a broad range of hardware and software platforms.

## Electronic Navigation

Adobe Acrobat makes it easy to create bookmarks and hyperlinks in Adobe PDF files, making the files easy for users to navigate. Bookmarks are the equivalent of hard copy tabs, and can be created automatically by specifying heading styles in Microsoft® Word, or by using the automatic content recognition features when working with paper documents and Acrobat Capture 3.0 software. Hypertext links to other PDF files or to the Web are a convenience for anyone using the information they contain.

## Digital Signatures

In October 2000, Ontario passed the Electronic Commerce Act, 2000, S.O. 2000, c. 17, making it possible for the first time to use digital signatures in legally binding transactions. By this statute "electronic signature means electronic information that a person creates or adopts in order to sign a document and that is in, attached to or associated with the document."

The digital signatures capability in Adobe Acrobat safeguards and authenticates information by allowing authors and reviewers to electronically "sign" a document with a unique electronic code. Depending on the type of digital signature used, you can also identify who has read, reviewed, or possibly altered the document. For highly sensitive applications, you can use Acrobat in conjunction with a Certification Authority (CA), which is an objective third party that validates the authorship of a digital signature. Condo boards that desire to use this statute should seek legal advice from an experienced e-commerce lawyer.

The legal framework for digital signatures, the paper explosion and the power of Adobe Portable Document Format are good reasons to adopt a digital document policy for your condominium corporation.

*[From the CCI-Huron Chapter Condo Forum]*

# CCI addresses

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## **A.C.C.I.A.C.C.I.A.C.C.I.A.C.C.I.A.C.C.I.** **(Associate of the Canadian Condominium Institute)**

If you are a professional member of the Canadian Condominium Institute you should seriously consider applying for your professional accreditation. Successful candidates are entitled to use the designatory letters "A.C.C.I." as recognition of their high degree of skill, professionalism and outstanding achievements.

Candidates for the A.C.C.I. accreditation must be a professional member of CCI, have at least three years of professional condominium experience, have contributed to the condominium community by teaching courses, writing articles, participating in seminars or providing other services and successfully complete the A.C.C.I. examination.

For further information please contact your local CCI Chapter.

# ACMO/CCI 6th Annual Condominium Conference

**November 15 & 16, 2002**  
International Plaza Hotel  
Toronto, Ontario

Sponsored by



## Building Better Communities

The Sixth Annual ACMO/CCI Conference has a major increase in topics of direct interest to condominium directors, owners and managers. The sessions all fit within the theme "Building Better Communities" and pick up direction from an inspiring first plenary.

Expanded space will also permit a larger trade show now held over two days to permit more visits. Special "How To" seminars will be held on the trade show floor. A trade show passport will give delegates a chance to win a trip for two to Cancun. Other exciting prizes will also be available.

The popular technical seminars will continue with experts available to answer your questions. Sessions for realtors have been added this year.

## Sessions will include:

- Breathing New Life Into Apathetic Corporations
- Conservation
- Shared Facilities
- Realtor's Guide to the Act
- Environment
- Employees
- Developing Community Standards
- Buying Utilities in the Marketplace
- Selling the Reserve Plan
- Plumbing
- Case Law Update
- Risk Management
- Governance
- Roofing Inspections
- Communications
- Enforcement Remedies
- Mechanical
- Increasing Value
- Management Contracts
- Building Envelope
- Human Rights

Full conference information and registration form available on the CCI website at [www.cci.ca/Events](http://www.cci.ca/Events) or contact the ACMO office at (905) 826-6890 / 1-800-265-3263