

president's message

A Message from Your CCI National President

It's contagious! When you're with us, you are bound to catch it too. I'm speaking about enthusiasm. Enthusiasm within and for the Canadian Condominium Institute is at an all time high across Canada.

I know that this enthusiasm did not appear overnight; it is the product of many volunteer hours and the commitment of many CCI supporters.

As your new President I am very proud of this, yet humbled by it.



As we embark on our 21st year, CCI has much to be proud of and more to strive for. The Canadian Condominium Institute is the only national organization which represents all aspects of condominium. Our 14 Chapters, coast to coast, provide a variety of programs and initiatives for all members. We know that owners, directors, managers, professionals and sponsors see the value in what CCI stands for and does, because our membership continues to grow to record numbers. CCI now represents the interests of over 300,000 persons. The National Board has been asked to charter five new chapters in the last two years and we know that this trend will continue. The Canadian Condominium Institute is the place to be and people involved in the condominium community cannot afford to be on the outside. CCI is the Voice of Condominium in Canada.

The Institute has always endeavoured to explore, lobby on and develop issues that affect the condominium community nationally. Our successes on the income tax on reserve funds and GST on shared recreational services are two examples. CCI has just completed a joint project with the Canada

Housing and Mortgage Corporation to produce a national guide for condominium purchasers which will be available soon on the internet. The National Education Committee is in the final stages of producing a national guide to reserve fund legislation and guidelines on reserve fund study providers. This year we begin several new initiatives on the national level. CCI is in the unique position to foster these activities.

First, we are inviting all the provincial and territorial government representatives to meet together and to meet with us to share information. We hope this will bring them to a better understanding of CCI and of cross border condominium issues, much as CCI directors have currently. Jamie Bleay and Joan Harrower (both National Directors) began this work last year and Jo-Ann Hamilton (Atlantic volunteer) will assist them this year.

Second, we are establishing our first national professional symposium to engage condominium professionals in serious debate about issues affecting condominium in every jurisdiction. Barry Scott, National Director, and his esteemed committee will begin this work.

Third, we are increasing our involvement with the Community Associations Institute (our sister organization in the United States) to share information and work on joint projects, such as a future conference. Most recently Dr. Gina Cody and Janice Pynn, National Directors, and Ron Danks, National President, have been our ambassadors on this work. They will be joined this year by Peter Leong, National Secretary. To our delight, CAI had a number of representatives present at the Conference in Toronto, including Mitch Frumkin President, Ellen

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CCI Atlantic Success on the Rock

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Hirsh de Haan, Jasmine Martirosian and
Cliff Treese.

Fourth, we will add a new column to
the Review, our national newsletter,
authored by James Davidson (past
National Director). Jim will bring us infor-
mation about condominium case law
developments across the country.

As we continue to grow, CCI National
also needs to extend its support to the
chapters to continue their work and
vibrancy. Last year, President Ron Danks
started a program that saw he or another
member of the National Executive visit
the Chapters. The 2002-03 Executive will
continue this work and has plans to visit
every Chapter. This will enable the
Chapters to better connect with National
and provide them with another tool to
promote CCI in their areas. The National
Board will continue to provide increased
support to the chapters and more educa-
tion for the chapter directors on their
roles and responsibilities.

As I indicated earlier, the foundation
for this work and enthusiasm was laid by
those who came before us. I wish to rec-
ognize and thank everyone who, over the
last 20 years, saw the future and worked
to make it happen. In particular, I want to
recognize a few individuals. Bob Kelly
(former National Director) had a vision
that CCI could have chapters from coast
to coast. Pat Cassidy (past National
President) saw that CCI National needed
a strategic plan and team cohesiveness
at both the executive and national board
level. Ron Danks (current Chair) knew
that CCI National had to connect with the
members and directors at the Chapter
level. Gerry Hyman (founding National
Director) knew that wisdom and stability
comes from those who have been there
before. He became our statesman on the
National Board and provided us with the
insight of his experience at times when
we would otherwise have floundered.

Finally, it is an honour to be working
with 25 outstanding individuals on the
national board. Gerrit Roosenboom's arti-
cle later in this edition gives you a
glimpse into the work the National board
has begun. I am pleased to continue the
teamwork with Ron Danks (Golden
Horseshoe) as Chair, Gerrit Roosenboom
(Huron) as Vice President, Peter Harris
(Toronto) as Treasurer and Diane Gaunt
as Executive Director. I welcome Peter

Leong (Toronto) as our new National
Secretary.

I invite you to help us improve our
condominium community. Subscribe to
the National and Chapter newsletters and
regularly visit the National and Chapter
websites to stay current with our activi-
ties. Volunteer in your chapter. Invite
someone else to join our community by
becoming a member. We have many
opportunities ahead: together we can
share the burden and successfully meet
those opportunities. I look forward to
meeting many of you over the next year
and working with you to spread the
enthusiasm.

Deborah M. Howes
CCI National President,
Canadian Condominium Institute



Season's Greetings

We wish everyone a
wonderful Holiday Season
and a Healthy and Successful
2003!

National CCI Meetings

by Gerrit Roosenboom , CCI Vice-President

Directors of CCI-National met at their annual lair, the International Plaza Hotel, Toronto, on November 14-17 to debate, plan, and generally review the activities of the past year and to set the direction for the next year or two. It was a grueling but productive session just the same.

Thursday: from 11:00 am to 1:00 pm saw various committees at workshops hammering together a final set of proposals for consideration by the National Board.

A proposal to have all chapters linked to the National website was ultimately approved by the Board. Every chapter is to ensure information is to be updated quarterly. Each chapter will be called upon to provide Chapter Chatter for the National newsletter and two articles a year of national interest. For our “National Review” to remain truly National we need the participation of every chapter. A registry of government contacts is being created. We hope to raise our profile with many ministries and remind them that CCI represents approximately 300,000 voters.

The importance of a consistent format for educational programs across Canada was explained to everyone. A three-tiered approach – an introductory course, an intermediate course and an advanced course – was recommended for adoption by all chapters. A roster of speakers that have the ACCI designation is being created.

The ACCI program has received a great deal of work by the Education Committee during the year. The categories are being expanded, and the identification of their qualifications was refined.

The Strategic Planning Session was attended by a large number of directors from both National and Chapters. The general focus of this exercise was to improve our success rate in communicating our value to all condo owners, directors, managers and service providers. The potential for growth is enormous. Prior to this session, National and Chapter Directors sent their evaluations of our operation and

ideas for growth to David Petrie, a consultant/facilitator retained by CCI-National, who compiled them. It purported to show our procedural strength and weaknesses and to provide a roadmap for improvement. There was lively debate on these issues and ideas by many of our members. This is very much a work in progress.

Our Planning Committee has arranged that our spring conference will be held in Calgary on the 24th of May 2003. The following Spring, will see us in St John's, Newfoundland. We are certain that a St. John's CCI Chapter will be up and running in the near future. Our Atlantic Directors have been very active in their support of the creation of that Chapter.

Friday, the CCI/ACMO convention was an absolute success. A sell-out attendance, super speakers, timely topics and the great support of many exhibitors all made this year's convention an occurrence to be emulated in our future endeavors. We met with the Community Association Institute (CAI), our sister organization in the US. It was quite evident that we have ideas to share and that there is value in maintaining a contact with this organization. We may be able to do a joint conference some day in the future.

The National CCI Annual General Meeting saw the eight vacant director positions filled by acclamation. We are happy to welcome three new faces: Paul Muller of the newly created Northwest Ontario Chapter, Charlie Oliver, of the soon to be Newfoundland Chapter, and John Peart of the Ottawa Chapter. Accreditation was awarded to three new CCI chapters, Northwest Ontario, Windsor and Vancouver.

The National Awards Dinner, was a spectacular event. A Distinguished Service Award (Hon's) was awarded to Dewey Grant, Patricia Reimer, Howard Walker, and Harvey Willis. A Fellowship was awarded to Heather Bonnycastle, Ron Danks, Michael Lander, Colin Presizniuk, and Barry Widman (posthumously).

The Penman Smith Award of Excellence for the Most Outstanding CCI Chapter Newsletter, judged by the Toronto & Area Chapter was awarded to the Golden Horseshoe Chapter with the editor Karen Reynolds receiving the plaque. The Lorne Young Chapter of the Year Award was again judged by the Toronto & Area Chapter and presented to the one year old Huronia Chapter. The celebration continued on until the wee hours; one would think it was the Academy Awards. We could not be sure, but during the celebration, certain chapters were already maneuvering for next year's awards. Dinner was excellent and lots of door prizes were drawn by excited winners. It sure was a fun night.

Saturday, more seminars and some workshops on specific subjects for attendees. Experts were on hand to provide detailed discussion for groups on their areas of concern. This was a new feature that seemed to be well received and attended. The highlight of the morning was the plenary session at which the legal profession shared with us the latest law cases.

The National Board met at 4:00 pm. As ordained in our By-Laws, the newly-elected Executive Officers of the National Board made their upwardly mobile move. Our Chairman for the year just ended, passed the gavel to Ron Danks, Deborah Howes rose to President, Gerrit Roosenboom stepped up to Vice-President and Peter Leong assumed the position of Executive Secretary. Peter Harris remains as Executive Treasurer and Diane Gaunt as Executive Director.

Sunday, the National CCI Executive Committee met again from 10:00 am to 2:00 pm to map out more directions for the following year. There was a thorough review of the committee structure, their members and their objectives. It promises to be another exiting and busy year.

WE NEED YOUR HELP, IDEAS and COMMENTS, PLEASE PARTICIPATE .



CCI-N Awards

Annual General Meeting and Awards Dinner



Congratulations to Huronia Chapter – Chapter of the Year

L-R: Lance Triskle, Milton Zwicker, Gerrit Roosenboom, Michelle Farley, Howard Walker



Three new CCI chapters were chartered during 2002 and received their Chapter Plaques at the AGM: Left to Right: Pat Cassidy (Chairman), Gerry Fanaken, CCI Vancouver Chapter, Andrea Thielk, President, Windsor-Essex County Chapter, Doug Steen, President, Northwestern Ontario Chapter, Ron Danks (President).



Bob Gardiner presenting the DSA award to Harvey Willis (right)(Toronto Chapter).



Pat Cassidy receives his Chairman's Plaque as outgoing Chair from other National Executive Members, Peter Harris, Ron Danks, Deborah Howes, and Gerrit Roosenboom.



Bob Gardiner awards the FCCI posthumously for Barry Widman, to the Widman family (L-R) David Widman, Jody Widman, Bob Gardiner and Tracey Widman.



Pat Cassidy awards Plaques of Appreciation to retiring National Directors, Jim Davidson and David Duncan.



New 2002-2003 CCI National Board of Directors:

Back Row: Loretta Kaechele, Pat Cassidy, Bernie Winter, Lucien Roy, Charlie Oliver, Joan Harrower, Barry Scott, Mary Barber-Villeneuve, Ron Danks, Peter Harris, Don Peter, Randy Heathcote, Gerry Hyman, Rob Giesbrecht, Gerrit Roosenboom, Doug Steen, Peter Leong, Deborah Howes, Paul Muller.

Front Row: Patsy Ernst, Gina Cody, Andrea Thielk.

Awards Presentation

Awards Dinner 2002

This year's Awards Dinner was held Friday, November 15. In addition to a delicious meal and pleasant entertainment provided by the Trent Reschny Quartet, we enjoyed a chance to honour CCI members who have made a difference to the Institute and to the condominium community in general.

The Distinguished Service Award (DSA) recognizes those who have made an outstanding contribution to CCI or to condominium at either the Chapter or National levels. Recipients of this honorary designation have drawn positive attention to CCI through their volunteer work and achievements. As individuals and as a group, they exemplify what CCI is all about!

This years DSA recipients were:

- **Dewey Grant**, from our South Alberta Chapter. Dewey is an owner and has committed much time over the past six years to the Chapter as Treasurer (anyone who has done that job knows what a major commitment it is). He assisted their education committee with registrations, and also ran the information line.
- **Patricia Reimer**, a member of the Manitoba Chapter. Pat has been active on the Chapter Board since 1991, serving as Education Events Coordinator for most of that time. She was also a member of her own corporation's Board where, for a number of years, she held the office of President. In this capacity, she led the Board through the transition of this 20 year old conversion project from the developer. (Pat was unable to attend the Awards Dinner; she received her award earlier this fall at a Manitoba Chapter event)

- **Howard Walker**, of the new Huronia Chapter. It's always exciting to be "present at the creation", and Howard was there for CCI Huronia. From the steering committee which got everything off the ground, he moved on to create the Chapter's newsletter/magazine. As Vice President, he took charge of this publication and also chaired the communications committee. Huronia credits the professionalism of Howard's endeavors for the success they have enjoyed to date. Aside from his Chapter work, Howard also lectures and gives presentations as a guest speaker on condominium.

- **Harvey Willis**, Toronto Chapter. Harvey has been an active member of CCI Toronto for the last fifteen years, including six years on the Chapter Board of Directors. He has also participated in other volunteer roles, including Habitat for Humanity and Goodwill. He was a member of his condominium Board for many years, and served as its President for two terms. He has always been there for CCI, and his service both to us and to condominium is genuine and spontaneous.

The CCI Fellowship (FCCI) designation is awarded to our professional associates whose meritorious service to the Institute and to the condominium community exemplifies professionalism. This year, there were five individuals honoured by the presentation of the FCCI.

- **Heather Bonnycastle**, of the South Alberta Chapter. Heather's legal education consisted of an LLB in 1971 from the University of Alberta (U of A), and a Master of Laws at the University of London (England) in 1975. She gained early experience through her practise in Edmonton from 1971 to 1973, after

which she went to England. Returning to Canada in 1975, she resumed practise in Calgary, specializing in multi-family development and condominium work. Her professional credentials are impressive, and include being a past Associate Editor of the Alberta Law Review (U of A), Past Chairman of the Wills and Trusts Subsection of the Canadian Bar Association, Sessional Instructor with the University of Calgary Faculty of Law (in Real Estate Law), and lecturer at legal, bar admission and business seminars. She has been a Professional Associate of CCI and honorary Director of the South Alberta Chapter where, since 1984, she has contributed in several capacities. She continues to instruct the Law section of the CM200 and CM300 seminars. (Heather was unable to attend the Awards Dinner, and received her designation at a Chapter event this fall)

- **Ron Danks**, from the Golden Horseshoe Chapter. When you look at Ron's contributions to CCI, you have to wonder how he found time for a professional practice! He has been on the National Board for many years, serving currently as President. He has also been National Secretary and Vice President (each for two years), and a member of the Education, Constitution, Membership, and Planning Committees, and the Reserve Fund and Insurance sub-committees. He has helped amend the by-laws, developed materials on Reserve Funds and Reserve Fund studies, and participated in the development of various facets of the DSA, ACCI and FCCI. He has been a member of Golden Horseshoe Chapter for ten years, and its President for five of them. He has rewritten the Chapter by-laws, written articles for the newsletter, and has supplied materials for, and lectured

at, most of the Chapter's seminars and courses.

In his professional life, he has been a member of the Ontario Legislative Committee which revised the Ontario Condominium Act, and chairs another committee charged with a review of the Ontario New Home Warranty Program and further reviews of the Act. Finally, Ron is a popular speaker both within and outside CCI, having spoken to many condominium and real estate-related organizations.

- **Michael Lander**, of the London Chapter. Michael has been an active member of the London condominium community since the mid 1970s, as both a service provider and a corporation President (at one point, he was President of two corporations at the same time). He is a founding member of the London Chapter of CCI, and has been its Treasurer, Vice-President and President. He continues to be active as a lecturer on condominium issues, and in education and membership expansion. He is a strong believer in an educated, progressive, inclusive condominium industry.

- **Colin Presizniuk**, from the North Alberta Chapter. Colin, a Certified Management Accountant (CMA), is the founder and principal of Colin Presizniuk & Associates, which provides service to small business, charities and non-profit organizations, and a significant number of condominium corporations. He has been active in condominium for 23 years, and has been a member of the North Alberta Chapter of CCI for the last 17 years. He has served the Chapter as Secretary, Treasurer and Vice-President, and has been a tireless member of the Education and Membership Committees, among others. He received his ACCI in 1987, and has helped as a member of the Professional Accreditation Committee for 10 years. His great sense of humour and ready wit make Colin one of the most popular speakers at the Chapter's Condominium Management Courses.

- **Barry Widman**, of the Toronto Chapter (awarded posthumously). Barry was a CCI Condo Wizard, so named for his

vast knowledge of, and contribution to, condominium. A leading condominium lawyer and long-time CCI member, Barry was responsible for several landmark legal decisions. He has written and lectured widely on condominium. However, he was more popularly known for his thoughtfulness and kindness in sharing his expertise; "that guy with the pipe" was always willing to help. CCI and the condominium community are the poorer for his passing.

As always, this year's recipients are a distinguished group. Through knowledge, skill, and a personal willingness to support the condominium community and the Institute, they provide us with outstanding examples of what CCI is all about.



Kim Coulter presenting the FCCI award to Ron Danks (right) Golden Horseshoe Chapter



On behalf of DSA recipient, Dewey Grant (S. Alberta Chapter), Bernje Winter accepts the award from National President, Ron Danks.



Gerrit Roosenboom presenting the DSA award to Howard Walker (right)(Huron Chapter).



Sue Size presenting the FCCI award to Michael Lander (London Chapter).



On behalf of FCCI recipient Colin Presizniuk (S. Alberta Chapter), Lise Warwick accepts the award from National President, Ron Danks.

Atlantic Chapter

The Atlantic Chapter enjoyed a busy Fall. Our AGM was held in September, and in addition to the usual matters, an open forum was provided that enabled participants to exchange ideas on issues of concern. Several Board members participated in an outreach trip to Newfoundland in October and a full report is presented on page 19 of the newsletter. A seminar was held on November 2nd on the topic of corporation governing documents – the impact of recent amendments to the *Act and Regulations*, the process for making changes and filing considerations. The event was sold out and was well received by participants. Eight members attended the National AGM and Conference (including two from Newfoundland) and a heartfelt thanks goes to the CCI organizing committee for

their efforts and the camaraderie of fellow CCI participants during this event. Winning two of the major prizes offered by the Trade Show certainly an added bonus.

Plans are underway to offer Part 3 of the Condominium Course, Specialty Management Principles, on February 22nd at Dalhousie University. This course has been adapted from material developed by the North and South Alberta Chapters and has been well attended in previous sessions. In closing, we wish every Chapter success in 2003 and hope to see many of you again this year.

Anne Merry
VP/ Atlantic Chapter

Golden Horseshoe Chapter

This fall, the chapter conducted the Level 200 Condominium Administration course. During this year, the course materials had been updated by various members of the Ontario CCI chapters. From the Golden Horseshoe Chapter, Ron Danks, Don McWhinnie, Karen Reynolds and the undersigned all contributed to revising the course materials. The courses were conducted in Burlington and Guelph with approximately 50 attendees at each location. Our sincere thanks to all of the guest speakers who always provide some hands-on advice to our members.

This fall the chapter hosted its first Internet Ask The Experts Online Chat hour.

On October 24th we held our Annual General Meeting in Burlington. Due to chapter growth a by-law was passed allowing the Board to be increased by two members. I am very pleased to announce that Eric Sanderson of Sanderson Management in Kitchener and Maria Desforges of Active Management in Burlington were elected to the Board of Directors. At the conclusion of the formal business, our guest speaker, Mr. Ben Rotsma of the Burlington Fire Dept. provided some insights into multi-unit residential building fire prevention and awareness.

Currently, the chapter has had some preliminary discussions with the City of Hamilton regarding changes in waste management policies as they affect multi-unit residential communities. We are

hoping to have further input into the development of waste pickup and recycling programs.

The chapter spearheaded a special supplement to the November 9th issue of the Hamilton Spectator newspaper. There were a number of articles on various condominium issues, which based upon the feedback, have been very well received. I would like to thank all the advertisers that made the insert possible. We plan on doing a followup article that may help other chapters undertake a similar venture in their areas.

At the CCI/ACMO Conference recently held in November, Ron Danks of our chapter received his F.C.C.I. designation. Ron's contributions over the years, both in time and expertise, is a clear reflection of his dedication and interest in condominium community living. In addition, we are very proud to have received the H. Penman Smith Award of Excellence for the Most Outstanding Newsletter; kudos to our editor, Karen Reynolds and to all our contributors.

As part of the conference, the undersigned chaired a session on the Building Envelope which provided the attendees with some excellent information on roofing, exterior wall and parking garage maintenance and repair and on attic ice damming issues.

Kim Coulter, A.C.C.I.
President, Golden Horseshoe Chapter

Toronto and Area Chapter

Since the last report, the Toronto Chapter has had a very busy season. October 17th saw the largest turnout yet for the third in our series of Presidents' Seminars. This session, entitled "The Condominium President: The Quirks, The Perks and... (The Jerks)?" featured guest speakers Denise Lash, Janice Pynn and Gerrit Roosenboom and ended with a lively panel discussion. The six week Directors' Course ran from September 25th through October 30th, with excellent attendance. The highlight of the season, of course, was the 6th Annual Condominium Conference. The informative and educational semi-

nars were complemented by excellent networking opportunities and a terrific trade show. The Toronto Chapter's AGM was held on November 28th, and was followed by a Wine and Cheese Reception. 2003 promises to be a busy year for the Toronto Chapter, as plans are already underway to develop an exciting line up of spring seminars, to continue with our two levels of Directors courses and to develop an exciting new membership campaign which offers benefits and rewards to existing members. **Watch for details coming soon!**

Lynn Morrovat, CCI-Toronto Administrator

Huronia Chapter

This issue of the newsletter will find us well into the winter season. By now we have stored away all our summer clothes and tools. We have prepared ourselves for snow and cold. Snow tires have been put on the car, ice scrapers and windshield fluid has been all topped up. This also is time to reflect on our accomplishments for the past year. At 150 members, our growth has been phenomenal. A survey sheet was mailed to all members and the response indicated we were generally on track in meeting their needs. However a review of the results indicates that we need to make changes in some areas. Our seminar in Orillia and in North Bay were very well attended. Unfortunately, the spring sessions in Barrie and Collingwood were not. Although our seminar in Sudbury on the 5th of October did not attract many local attendees, we were pleasantly surprised by the visit of condo directors from Sault Ste. Marie and Elliot Lake. As requested, we presented another seminar in Sault Ste Marie, on the 3rd of December.

We have changed our address. Our growth is so overwhelming, that more resources are needed to keep up with the administrative work load. We were fortunate to receive an offer from Michelle Farley with the Fire Consulting Services in Innisfill, to provide office space, telephone and fax access. Administrative support will also be available to help out with mailing and banking.

At our first Annual General Meeting, held in Barrie, 12 September, our members elected three new Directors to the Board. We welcome Karen Towers, a Certified Financial Planner in Barrie, Sandra Biemiller, a Condo Director in Barrie and

Lance Triskle, a lawyer in Barrie. Each has expressed interest in participating in making CCI – Huronia an even more valuable resource for our members. Look for them at our next seminar.

We wish to thank Doug Bevan, Gary Bevan, Susan Fitzgerald and Leslie Burns for their participation and contributions to the very successful start – up of our brand new chapter. Their efforts helped create a strong foundation.

Over one hundred members attended the celebration of our first anniversary. They joined fellow condo owners, directors, managers and other professionals, on a dinner/cruise on Barrie's Kempenfelt Bay. Along with members, their spouses and guests, a number of special guests joined our celebration to offer their congratulations. Ron Danks, President of CCI – National, came from Hamilton, and Bob Gardiner, Denise Lash and Peter Harris, all Directors of CCI – Toronto, came along to congratulate our members for a tremendous start-up. Even the Mayor of Barrie, Jim Perri, joined us and complimented our chapter on our service to the community. Congratulations go out to Noreen Morrison, a condo director from Orillia and Jack Aitken, a condo director from Lagoon City, both winners of the gang plank prize; a copy of Audrey Loeb's book, "The Condo Act – A User's Manual" and Bob Gardiner's book, "The Condo Act – A Practical Guide". Service firms brought along many guests. We truly had an enjoyable evening and plan to repeat the fun next year.

*Gerrit Roosenboom, President
CCI Huronia Chapter*

Vancouver Chapter

In the Spring of 2002, our Chapter received official recognition as a formal chapter of CCI. Over the summer plans were put in place to solicit new members and arrange a fall seminar. On September 14, 2002, a seminar was presented by Ted Denniston and Mike Van Dusen, of Halsall Associates Limited, on Capital Planning and Contingency Reserve Fund Studies. The seminar was well attended. We also held our first annual general meeting and elected 10 of our members to the first board of directors. On September 24 our chapter was ratified and certified by the National Board.

We have been busy allocating committee responsibilities and are currently focusing on membership expansion and educational seminar topics for 2003. Anyone interested in participating in any of our committees – Finance, Education, Membership, Website, Newsletter/Advertising – can contact us by mail or by e-mail.

Jamie Bleay, President CCI Vancouver Chapter

Manitoba Chapter

Our annual Directors Workshop was held on November 9th. Topics included Responsibilities in Common Law and Statute Law, Communication, Insurance, Risk Management, Reserve Funds, Roofing and the Condominium Act. The workshop was fully subscribed and participants voiced their appreciation for the depth of the information received and the quality of the presenters.

Our Chapter is continuing to lobby for fair property taxes for condominiums and in October this related to the Winnipeg civic election. Recent changes to the City of Winnipeg Charter Act, have given the Provincial government the authority to permit Winnipeg City Council to establish the portion for each class of property within a range established by the province. During our recent Winnipeg civic election, CCI sent each candidate a letter soliciting their views on property taxation relative to condominiums. Because it was anticipated that candidates would canvas door to door

within their constituencies, CCI's property tax committee informed our members of the poll and armed them with the questions it raised. Regretfully only 10 of the 48 candidates responded. A Special Election Bulletin reporting their replies and analyzing the implications for Condominium owners was published and distributed to our members prior to the municipal elections. We did however receive almost unanimous support from CCI members for our efforts and we will continue to lobby for condominium owners to pay only their fair share of property taxes.

We are most pleased to welcome Condominium Corporation members from the communities of Brandon, Gimli, Morden and Selkirk.

Best wishes from Manitoba for a healthy, safe and joyous holiday season.

Edie Lipson, President, CCI Manitoba Chapter

North Saskatchewan Chapter

The North Saskatchewan Chapter held its AGM on September 26, 2002. The re-cap of the year follows:

Overall our numbers stayed about the same as last year – around 60 members – we seem to lose a few and then gain a few others. On a very positive note our seminars this year were very well attended. We hosted the semi-annual Board meeting in May 2002 and we held 2 seminars in-conjunction with these meetings. These seminars were on the topics of:

1) Insurance, and

2) By-laws. Response to this was overwhelming and we oversold having nearly 200 paid attendants. This caused us logistical grief because of the space required for this many attendants; however we were able to overcome this with the assistance of our speakers who were very accommodating.

On September 26, 2002 we had another seminar, this time in-conjunction with our chapter AGM. Jim Warren from the Calgary chapter of CCI came into Saskatoon and gave a presentation on Engineered Reserve Fund Studies. We had 107 paid attendees to this seminar. Again a very good turn-out that I would attribute to our Board's focus on getting people out using various forms of low-cost media. Following this seminar we had our AGM and I am happy to report we finally have some new additions to our Board.

SERVING ON THE BOARD AGAIN ARE:

Chetan Thakore, President

Alice Silvester, Vice President

Nicki Kiteley, Treasurer/head of legislative sub-committee

Gordon Malinowski, Director/head of membership committee

Mary Gullacher, Director/head of education committee

Tony Lazaruko, Director

Nicola Nice, Director

JOINING THE BOARD THIS YEAR ARE:

Lexi Jamieson, Secretary

and

Debbie Johnson, Director.

Presently our Board and the legislative sub-committee are in consultation with the Department of Justice looking at amendments to the *Condominium Act*. We are trying to shore up the insurance and reserve fund provisions, along with some other sections. This process has involved several meetings with the Department of Justice along with CCI - Regina chapter and we are to hold a joint meeting (Saskatoon will participate via conference call) again on November 7, 2002.

Chetan Thakore, President

CCI North Saskatchewan Chapter

Congratulations Golden Horseshoe Chapter



This year's recipient for the H. Penman Smith Award of Excellence for the Most Outstanding Newsletter

Photo (L-R): Bill Dickson, Janet Milne, Craig Robson, Steve Warner, Karen Reynolds (Editor), Kim Coulter, Ron Danks.

Windsor Chapter



From left to right, Glenn Matheson (Insurance); Andrea Thielk (Law); Dale Wannamaker (Reserve Fund Planning); Art Ouellette (Property Management); Gordon Lee (Accounting). We are also proudly displaying our plaque from National.

Congratulations CCI-Windsor-Essex County! The 2002 Joint ACMO/CCI Conference was a success. A good time was had by all, as we came together to share our experiences and arrive at resolutions to our common concerns. Our Chapter was honoured with a plaque from National in recognition of our accreditation as a Chapter. Our National President, Ronald Danks, also was inducted into the CCI Fellowship in recognition of his meritorious service to CCI and the condominium community. Congratulations Ron!

Our Education Committee has planned a series of seminars based on the responses received from our members to our Education Planning Survey. A favourite seminar is "Ask the Expert" where our members bring their questions to a panel of experts in the areas of law, property management, insurance, reserve fund planning, real estate and accounting. In the Spring, our Chapter will be holding its Level 200 Condominium Course for a more in-depth study of these topics.

Our Chapter is also liaising with the local Real Estate Board to explain the benefits of joining CCI.

With more focus these days on advising potential purchasers of condominium units, realtors are craving information on how to protect their clients. Knowing what questions to ask will assist realtors in finding the most suitable condominium for their clients. We also remind realtors that attending CCI seminars qualify them for their mandatory continuing education credits.

We wish to invite our condominium friends from Kent County to join our Chapter and attend our seminars.

For more information on how you can become a member of the CCI Windsor-Essex County Chapter, please call (519) 978-3237.

Andrea M. Thielk, BA, LLB, JD

President, CCI Windsor-Essex County Chapter CCI

Practical Tips: Preparing for and Chairing Owners' Meetings



BEFORE THE MEETING

- Ensure that the notice and agenda for the meeting has been properly prepared and issued to anyone who is entitled to it, within the prescribed time lines;
- Make sure the Notice and Agenda contain sufficient details of the business to be transacted at the meeting so that the unit owners will understand before coming into the meeting what will be dealt with;
- Make sure your Auditor or other invited guests receive notice of the meeting;

- Be fully aware of the contents of your Corporation's By-Laws, especially those that pertain to calling and holding meetings. Bring copies of the by-laws, rules, declaration and a copy of your provincial condominium legislation to the meeting;
- Do your homework. Be prepared to answer questions in detail on matters that are scheduled for discussion at the meeting;
- Have a general understanding of the Rules of Order – bring a copy to the meeting. Instead of Robert's, (which is based upon U.S. law and precedent)

consider using a set that were developed in accordance with Canadian law, such as Wainberg's Company Meetings and Rules of Order, (Ontario);

- Ensure that you have obtained a proper facility to hold the meeting, including any additional items which may be necessary, such as microphones. Have a large flip chart overhead projector or other method of illustrating the names of candidates for director's positions where applicable;
- The meeting room facility must be accessible to persons in wheelchairs or walkers;

- Has someone arranged for refreshments? Don't forget to have a break, especially when it is a long meeting;
- Make sure that arrangements have been made to have persons available to register the units and proxies. There should be a recording secretary available. These are services that can be arranged through your management firm;
- Be available from the start of registration forward so that you can deal with any questions relating to registration or proxies. Have your "record" of owners' names and addresses available for reference as well as the unit arrears list in order to ensure that only those persons who are entitled to vote are given ballots;
- Review last year's AGM minutes to see if there were any commitments made that have not yet been addressed;
- Don't be afraid to delegate work to other directors or your property manager;
- Make sure you have ballots, (colour coded if more than one vote is to be taken) for each voting item on the agenda;
- Have you verified the attendance of any special guests for the meeting, such as your lawyer or engineer - do they require any special A/V equipment;
- Make sure you have proof of service of the notice and agenda for the meeting available.

DURING THE MEETING

- Start the meeting on time. Don't delay starting the meeting for longer than 15 minutes. If you must delay it announce it to those who are there;
- Call the meeting to order and verify, (certify) the roll. Watch for stragglers and make sure they register;
- Make sure that everyone can see and hear the proceedings;
- Ensure that any person who is not an owner or proxy holder is identified to

the owners, (e.g. the Auditor, the corporation's lawyer, engineer, etc...). Tenants who do not hold a proxy are generally not entitled to attend although some corporations do permit them to observe but not vote. Elderly residents may sometimes ask that a child or friend attend with them which should be permitted.

- Ensure the meeting is properly constituted and that the recording secretary is taking the minutes;
- Introduce the head table and any guests;
- Ask all owners to state their name and unit number before they ask a question or make a motion so the recording secretary can make note of it;
- Ask owners to limit themselves to one question or comment until all owners who wish to speak have had the opportunity to do so and then allow additional questions if they have not already been addressed. Ask that owners restrict their comments or questions to the item that is currently being dealt with and that they address their comments to the chair;
- Insist on discipline and preserve order, (the chair can interrupt any speaker in order to maintain order). Don't be afraid to interrupt someone who is speaking out of turn or off topic and politely request they hold their comments until it is their turn or, where applicable, until the "New Business" portion of the meeting;
- The Chair should act fairly, in good faith and without bias - give everyone an opportunity to state their case;
- Arrange for the appointment of scrutineers if necessary and make sure they have a room or other area where they can, comfortably, count the ballots. The scrutineers should be drawn from volunteers who appear to be "neutral" but if this cannot be done you may consider appointing persons representing both sides of a disputed issue with a neutral third party to supervise;
- Keep the meeting flowing. Once it appears no fresh ideas or concerns are being raised, it is time to close the mat-

ter for discussion and call the question, if applicable or move onto the next item on the agenda;

- Make sure that motions (and amendments) are clearly and properly worded and are recorded accurately;
- Remember that most motions must be moved and seconded in order to properly introduce a matter that is to be voted upon to the floor. Discussion of the matter can then follow until the question is called;
- Rule out of order any motion that is disrespectful or irrelevant and decide when to close discussion;
- Know what type of vote has to be taken so that it can be explained, (e.g. a show of hands vs. ballot voting). Be prepared for a request for a recorded vote on all items to be voted upon other than those where ballots are used. Under the rules of order such a request is not debatable, cannot be put to a vote and must be complied with;
- Announce the results of all votes;
- Rule on all points of order;
- Do not allow a vote, other than an opinion poll, to be taken on any substantive issue that is not included in the notice or agenda for that meeting - those owners who are not in attendance will not have prior knowledge of this vote and as such it would be invalid;
- Declare the meeting at an end after all business listed in the notice and agenda has been completed;
- Don't tell off colour jokes or get too personal with your comments;
- Maintain your cool, don't lose your sense of humour and remember that no matter how bad it seems the sun will still come up tomorrow, (and the guy you called an idiot last night will still be living next door).

Ron Danks, (B.A. (Hons), L.L.B., A.C.C.I., F.C.C.I.) Barrister and Solicitor

Hamilton/Burlington Business Law Firm of Simpson, Wigle LLP

Governance Principles

By: Barry R. Scott, L.L.B., A.C.C.I.

The condominium legislation pursuant to which each condominium is formed establishes a system for the governance of the property and for the reconciliation of the interests of the affected parties. That legislation provides for the creation of a statutory corporation, specifies the role of the corporation itself and specifies the roles of the owners, directors and officers of the corporation. In doing so, those Acts bring to apply the considerable history and experience of English and Canadian common law with respect to the democratic governance of corporate bodies and with respect to the rights and obligations of the owners, directors and officers of such bodies.

The point of this article, which has grown out of a presentation given at the Annual Conference in Toronto this November, is that there are some definite do's and don't's with respect to the governance of condominiums.

SOME SUGGESTED PRINCIPLES TO REMEMBER

The following principles may seem so basic and simple as to not need stating. Unfortunately, in practice, they seem to be ignored far too often. Following these principles does often require dealing with some harsh realities and perhaps the temptation is to stray from basic principles in order to postpone dealing with those realities.

1. The directors have a fiduciary, or trust like, duty to every owner and mortgagee to oversee the management of the corporation and the property in the best interests of all the owners.



2. The board should always be conscious that they are dealing with other peoples' property and other peoples' money. That not only requires a sense of trust and responsibility, but a conservative approach. You can take risks with yours' but not with others'.

3. The directors should seek, for the most part, the most tried and tested methods of fulfilling their duties and the duties of the corporation. Things should be done the right way, by the book and without short cuts.

4. The board's paramount obligation is to do it right, not to do it cheaply. All too often these priorities are reversed.

5. If the price sounds too good to be true, it probably is. Hire the right people at a fair price and demand that the job be done properly.

6. The board's job is to oversee, not to manage, do book keeping, shovel snow, practice law, do accounting, oversee construction, do appraisals, nor any of the other tasks that should be contracted for by the corporation.

7. There must be an appreciation that individual owners have some absolute rights and that the corporation on

behalf of all the owners has some absolute rights; some matters are left to decision by the board and others are left to decision by the owners.

THE GOVERNANCE PARTICIPANTS

The following are the major categories of individuals or entities that should be involved in the proper governance and management of a condominium.

- The Corporation
- The Owners (and through them their mortgagees)
- The Directors
- The Officers (often the same as the directors)
- The Manager
- The Auditor
- The other Professional Advisors (lawyer, engineer, insurance broker, appraiser, reserve fund advisor etc.)
- Other Contractors

Each of these parties has roles of various significance. While the governance and management of a condominium should be a simple matter, it is only made simple for the directors if the appropriate expert assistance is obtained. Modern buildings can have complex problems. The various Acts can be complicated. The proper running of a project and a corporation can require that many divergent tasks be properly performed. The directors are not required to make themselves experts in each of these fields. Their appropriate role is to ensure that the proper assistance is retained and to ensure that their decisions are based on proper knowledge and advice.

Special caution should be exercised if the same individuals are to fulfill more than one role. It is precisely when the same people perform more than one role that the risk of difficulties increases. Even the act of an owner serving as a director, which is normal and common, carries with it the potential for conflict which must be recognized and dealt with by the individuals involved. At the other end of the spectrum of conflict, the act of a director entering into a financial contract with the corporation is recognized by the Ontario Act, for one, as a serious conflict which is prohibited except in certain specific circumstances. In between these two extremes there are many examples of instances where individuals could assume more than one of the roles outlined above. What needs to be recognized and appreciated is the extent to which the proper governance and management of the corporation is made more difficult, and problems more likely, when multiple roles are assumed by one person or company.

The problem of mixing roles does not only involve the directors. In order to save money, it is not uncommon to see managers being asked, or volunteering, to carry out tasks over and above their management role. The best advice in this area as well, is to avoid mixing roles and to rely upon a broad range of professional service providers to provide a very healthy spreading of the responsibility and a system of checks and balances.

DIRECTORS AND OFFICERS

The directors are the most important component of the governance scheme. They are responsible to see that the corporation carries out the duties and responsibilities imposed upon it by the relevant Act, the significance of which can be summarized as follows:

- Managing the corporation's finances, including budgeting, establishing and collecting common expenses, depositing and investing funds, paying expenses, and maintaining proper financial records.
- Maintaining necessary insurance cov-

erage at appropriate levels.

- Maintaining the common elements in appropriate repair and ensuring that the units are similarly maintained.
- Properly managing and maintaining reserve funds.
- Issuing proper status or estoppel certificates.
- Enforcing the Act, the declaration, the by-laws and the rules.
- Maintaining all other records of the corporation, including the materials originally turned over to the corporation by the declarant/developer.

THE MANAGER, AUDITOR, OTHER PROFESSIONAL ADVISORS AND CONTRACTORS

This is obviously a wide and diverse group to bring together under one heading. What they share is that they are all professionals or experts (or they should be if a corporation is hiring them) who are retained by the board to carry out specific tasks forming part of the corporation's duties and responsibilities. It should be made very clear that the governance scheme works best when, and could even be said to assume that, the corporation's duties and responsibilities will not be carried out by the directors themselves, but by others, properly qualified and reasonably selected.

These service providers could be said to fall into two categories: those that advise and those that carry out tasks or work. Many, of course, will do both. It is very unlikely that a board could be criticized, or in the extreme found liable, in a situation where an experienced well regarded professional or contractor has been hired to give advice (which has been followed) or to complete any task. More to the point, the governance of the corporation will work properly and in the long run there will be fewer problems.

Where this debate over hiring or doing it yourself most often arises is with respect to management. While it is true that finding a manager for the very small corporation may be difficult, there

is no question that, for many very sound reasons, the best arrangement for all concerned is for as many management tasks as possible to be contracted for with outside professionals. Of all the reasons that can be put forward in support of this arrangement, the one that seems to strike home for most people is to remind them that when an arrangement with a professional manager or other service provider, does not work out, as can certainly happen, the board terminates that manager and hires a new one. Obviously, the process of terminating an arrangement with one of your neighbors and fellow owners is often much more difficult, even when they have been doing it for free.

In addition to issues surrounding management itself, it cannot be stressed too much the extent to which problems that find their way to lawyers' desks as expensive and aggravating disputes could have been avoided by the hiring of competent, experienced and respected experts or professionals at the outset. An example are the number of building repair, construction or deficiency matters in which an architect or engineer is first retained by the lawyers as an expert witness after a legal action has been commenced, when the same expert could have steered the corporation clear of the problem in the first place.

Barry R. Scott is a partner with the London law firm of Scott, Petrie, Brander, Walters & Wright LLP. He is a past president of the London and Area Chapter and a member of the National Board of the Canadian Condominium Institute. He has lectured on Condominium matters for the Law Society of Upper Canada, the Canadian Bar Association, the Middlesex Bar Association, the Canadian Condominium Institute and the Association of Condominium Managers of Ontario.

The Invisible Director



Many boards of directors have experienced the difficulty of having to deal with an individual board member who, once elected, seems to disappear into the woodwork. They may not attend many meetings, or if they do, they do not provide any real input into the discussion. Other symptoms of the invisible board member might also include the failure to complete assigned tasks on time, if at all; never volunteering to take on work; failing to read financial statements and other reports provided in anticipation of board meetings; and rehashing issues that have already been dealt with at a previous meeting, either because the individual did not attend it, or didn't pay attention when the matter was discussed.

There is no single cure for dealing with the invisible board member. There are, however, steps that may be taken to prevent such an individual from getting on the board in the first place or, once they are on, to draw them out of their shell. Here are a few thoughts:

Start at the beginning. When your corporation issues its preliminary call for directors, consider adding a job description. The description should set out how many meetings board members would normally be expected to attend in the fiscal year, how long the board meetings usually last, where and when they are usually held, roughly how many hours a director may have to spend on corporation business during the year in total, and any special tasks that directors might be requested to deal with. The job description should be followed by a clear, concise statement indicating that anyone who is

elected to a position on the board will be expected by the unit owners and the other board members to live up to that commitment. It would also not be a bad idea to advise prospective candidates that they will be expected to take a condominium administration course from CCI at the earliest available opportunity after their election, (at the expense of the corporation). A similar statement should be made at the annual general meeting prior to the election of the directors. You might go so far as to require that anyone who accepts a nomination stand up at the meeting and agree that they will fulfill the job description set out by the board to the best of their ability.

Information package. Consider developing an information package for new directors containing an outline of their responsibilities; any policies that the board or previous boards may have developed in respect of the administration of the condominium; the minutes from the last 6-12 board meetings, (to give the new director a feel for what has recently been going on at the board level); a list of the other board members' names, telephone numbers and addresses as well as those for the property manager, auditor and corporation's solicitor; and any other pertinent information that you may feel is important in respect of your own site. You may also want to round out that package by providing copies of the *Declaration, By-Laws and Rules*, (assuming the new director does not have an up-to-date set), and information on the Provincial Condominium Act available through CCI local chapters.

Facilitate Involvement. Some individuals may make very good board members but may not be as available to attend board meetings as others. In that regard, every corporation should ensure that their By-Laws include a provision that allows directors to be present by way of a conference call. This may mean acquiring a conference call system for your board room, or alternatively, making other arrangements such that a conference call can be used. Directors who are going to be absent

for a number of months because of a long vacation, (e.g. 'snowbirds'), should be advised that they will be expected to participate by conference call at board meetings. In that case, you should ensure that any reports, board minutes or other pieces of information disseminated to the board members will be sent to wherever the individual is vacationing. NOTE: This would not apply to a board member who may be taking a two-week vacation and as a result may miss one meeting. Everyone deserves a break now and then, especially condo directors!

Build confidence. A good chair will recognize that not all individuals are good public speakers or have the confidence to actively engage in discussions during board meetings. Such an individual is not necessarily apathetic but simply may not be comfortable in speaking out, especially if s/he is a new director. When faced with such individuals, a good chair will ask them for their opinion rather than wait for it to be given. By slowly drawing such individuals into the flow of the board meetings, you may be pleasantly surprised at how quickly they can become active board members.

Praise works. Don't hesitate to praise a job well done by a board member. This helps to build confidence and encourages more participation. Use constructive criticism judiciously. Even though you may think that you are trying to help the individual by pointing out some shortfall in the work that they have completed, that individual may perceive it as a rebuke which causes them to withdraw even further from actively participating in the board. On the other hand, where an individual director consistently fails to participate in board meetings or fails to complete assigned tasks on time without reasonable excuse, the remaining board members may find it necessary to censure him or her. Depending upon the seriousness of the matter, the board may choose to censure the individual "off the record" or have it included in the minutes recognizing that those minutes may be read by the unit owners.

Code of Ethics. CCI-National is currently developing a *Code of Ethics* for directors. This *Code* is based by and large on a *Code of Ethics* that was developed by Mr. Bob Gardiner, a partner in the law firm Gardiner, Miller, Arnold LLP, and current President of the Toronto Chapter of CCI. This *Code of Ethics* sets out the standards to which board members will be expected to adhere during their term of office. It discusses such things as regularly attending board meetings, actively participating in the board, refraining from discussing corporate business outside of the boardroom, and treating other board members with civility and respect. Corporations might be well advised to adopt this *Code of Ethics*, publicize it in advance of elections, and, prior to an election taking place, request that the individual nominees agree in advance of their election to abide by the *Code*. That agreement should be noted in the minutes of the owner's meeting.

And finally. When the president makes his or her report at the annual general meeting, he or she should make a point of thanking specific directors for their work on the board in the past year, especially those involved in unique projects, (likewise someone should thank the President). Retiring directors should be thanked for their dedication to the corporation and their work on the board. Consider giving a small gift or plaque to retiring directors to show your appreciation. Letting people know publicly how much they are appreciated will encourage other individuals of a like mind to run for the board of directors.

[From the CCI Golden Horseshoe Chapter newsletter]

PROFILE — New CCI National Director Charlie Oliver, St. John's, NF



Charlie Oliver has been involved in real estate for approximately 19 years. In 1981 he founded Consult Associates Ltd. which provided

consultancy advice to a multitude of developers and realtors and even advised Mobil Oil respecting its impact on the local real estate market. In 1982, he created Martek Incorporated, the predecessor to Martek Morgan Finch Incorporated, which has grown to be the most significant property manager of multi-unit residential and condominium projects in St. John's. Early in 1991, with the realization that there was a significant void in the local commercial real estate market, Mr. Oliver created a new

company to increase focus specifically on commercial real estate.

The result was the incorporation of Morgan Finch Associates in June of 1992. In 1995, Martek and Morgan Finch merged to form a single real estate management entity, Martek Morgan Finch Incorporated ("Martek"). Through this merged entity, Mr. Oliver has maintained continuous, significant involvement and influence in the St. John's real estate market.

Aside from obtaining his business degree from Memorial University in 1974, Mr. Oliver achieved the prestigious CCIM (Certified Commercial Investment Membership) designation in 1988. This designation provided significantly advanced education and training in commercial and investment real estate; marketing techniques and strategy; financial analysis and reporting; valuation approaches and the multiplier impact of rent levels on value; leasing

and leasing analysis. This was also combined with negotiating skills required to effect win/win results, packaging and selling skills incorporating myriad financing and tax consequences.

Mr. Oliver works closely with the Martek team in providing strategic leadership on matters such as fiscal and physical control, marketing, tenant relations and reporting. He is personally involved in any and all tax appeals, lease renewals and negotiations, as well as matters of an extraordinary nature which may arise from time to time. As with his other companies, Mr. Oliver has guided the growth of Martek with a continuous emphasis on quality, integrity and client service.

On the personal side, Mr. Oliver also owns an extensive inventory of condominiums and continues to develop other projects. These are separate undertakings from Martek.

CCI Atlantic Success on the Rock



Left to Right: John Baker, Ron Danks, Darlene Rendell, Alex Astbury, Patsy Ernst, Pat Cassidy, Charlie Oliver.

In October a contingent made up of CCI National President Ron Danks, Chairman Pat Cassidy, Atlantic Chapter Directors Alex Astbury and Patsy Ernst hosted a half day seminar at the Fluvarium in St. John's, Newfoundland.

The seminar was well attended by over thirty people. Those in attendance consisted of the Registrar Doug Laing, Deputy Registrar Lorraine Vokey as well as representatives from the property management firms Perennial Management and Martek. In addition there was a large number of Condominium

Corporation Board members present.

As a result of our guidance a couple of initiatives have commenced including the establishing of a steering committee for the purpose of legislative review.

It is our hope that a Newfoundland chapter of CCI will be in place within the next year.

Given the warm welcome and enthusiastic response to our seminar CCI Atlantic with the support of CCI National and the condominium community of Newfoundland have committed to hosting the semi-annual National meeting in St. John's, Newfoundland in May 2004. Hope to see everyone there.

Patsy Ernst, CCI Atlantic Director

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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.