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review

THE VOICE OF CONDOMINIUM

The newsletter of The Canadian Condominium Institute/Institut canadien des condominiums

National Edition Summer 2002

Semi-Annual National Board Meeting in Saskatchewan A great success

by Gerrit Roosenboom

The semi - annual meeting of the National Board of Directors of the Canadian Condominium Institute was held in Saskatoon on the 3rd of May and was hosted by our North Saskatchewan Chapter. Chetan Thakore and members of this chapter performed miracles in getting 170 of the local members to attend the Saturday conference featuring Condo Insurance. All National Board members truly appreciated the efforts of Chetan and crew in arranging excellent hotel facilities, evening soirees and a tour of city highlights. Thanks, North Saskatchewan, it was great.

The National Board of Directors meet twice a year; every November in Toronto and every May in another part of Canada. The November session includes the Annual General Meeting, the election of new directors and is accompanied by a general CCI-ACMO conference. The May meeting is held at a different location throughout Canada to provide local chapter members access to their National Directors and lends support to the local chapter. National Directors actively participate at these conferences as speakers and facilitate workshops on a number of issues.

We had a very heavy agenda this year but the atmosphere was very cor-

dial and accommodating. The two day session was informative and fruitful. Workshops this year were held on "how to create more effective newsletters" and "how to increase Chapter membership". Both subjects related to the idea of using effective communication techniques: "How to get the message out to our audience". The debates were lively and positive. Many ideas were offered and shared with approximately 30 participants. We are sure that everyone learned a new approach or two.

The Board arrived at a number of resolutions. The National newsletter is to contain more functional topics on Condo administration and maintenance.

Extra space will be assigned to the fall issue to celebrate our 20th anniversary. Chapters from all over Canada are to search their files for interesting dates and happenings that pertain to the early years of our start up.

We are pleased to announce the certification approval of the new CCI Northwestern Ontario Chapter in Thunder Bay with appreciation to Paul Muller and Doug Steen who spearheaded this and thanks also to Jamie Bleay and Gerry Fanaken who will be bringing a request

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Delta Bessborough Hotel, Saskatoon



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Semi-Annual National Board Meeting..., cont'd



CCI National Board members and Chapter members visiting the Western Development Museum, Saskatoon.

for certification of a new CCI Vancouver Chapter to the next Board meeting. We also extended a welcome to Ambrose Reschny, the new President of CCI Regina Chapter, who had just joined the National Board.

The draft of a revised "new chapter creation procedure" was polished up and approved.

A draft new expense policy and form was approved, to better track travel expenses for directors on CCI endeavors. Approved also, that CCI-National will reimburse National Directors an increased amount to somewhat reduce the financial burden on local chapters. This will certainly help the new chapters with small membership numbers.

Awards issues were discussed as were the expansion of categories for ACCI. Noted that a number of National Directors are up for election at our AGM in November and we will need members to become candidates. Anyone interested will need to communicate their interest to the local chapter board or CCI-National.

The next May meeting (2003) is to take place in Calgary, either the 2nd or 24th of May with CCI - South Alberta Chapter hosting. Our fall AGM and conference will again be held at the International Plaza hotel on Dixon Road in Toronto on the 15th and 16th of November.



Chetan Thakore, President, CCI North Saskatoon Chapter welcoming everyone to Saskatoon and the National Seminar



CCI Saskatoon Seminar – filled to capacity

A Message from Your CCI National President



What a terrific time we had in Saskatoon! On May 2nd - 4th, the National Board of Directors held its "face to face" Spring Board Meeting and Subcommittee Meetings. Our hosts were the North Saskatchewan Chapter of CCI. They did an excellent job of making those of us who attended feel right at home. The Chapter also ran an educational seminar on the Saturday morning which was a sold-out event with over 170 persons attending. Those who attended listened to both local and out of Province speakers discussing issues relating to insurance and by-law development. All told, it was an excellent conference and I congratulate Chetan Thakore and the Board of Directors of the North Saskatchewan Chapter for an outstanding event.

Subsequent to our National Board Meeting on Friday, we held a chapter clinic on the topics of newsletters and membership development. This was a round table discussion involving the members of the National Board as well as Chapter Board representatives who attended the conference from North Saskatchewan, South Saskatchewan, Vancouver and the Golden Horseshoe. All those who attended found it was an extremely worthwhile exercise. Many of the issues raised by the newer chapters of CCI have already been experienced by some of the older chapters. As a result the less experienced chapters were able to draw on the wealth of experience that some of the "old timers" brought to the table.

I should note at this point that it is a National policy that any chapter may use any article printed in a newsletter distributed by any other chapter provided that it is reprinted in full, the author is named and the source (chapter) of the article is clearly identified. We encourage chapters to borrow good articles from each other so their members can receive the benefit of that information. Local chapters should ensure that arrangements they have with newsletter contributors include confirmation that the articles may be reproduced in other newsletters produced by other chapters.

Subsequent to the National Board Meeting at the Saskatoon Conference, I had the privilege of travelling to Edmonton and Calgary to meet with the Boards of the North and South Alberta chapters. Deborah Howes and her permanent chauffeur, George Key, were very gracious to provide me with a ride from Saskatoon to Edmonton on the Sunday following the conference. It was a real thrill for me to actually see the prairies up close. Along the way, we saw a number of different attractions. Of particular interest was our stop for dinner in Vermillion, Alberta. What impressed me the most about this town was that it had two new condominiums under construction; folks still ride their horses down the main drag; and darn good Chinese food. When we noticed a realty office, adjacent to the restaurant where we stopped, was advertising a new condominium development, we managed to locate someone in the restaurant who knew the realtors and who promised to pass on some information brochures we provided about CCI membership. The existence of two relatively large condominium developments in this small town is indicative of the growth of condominiums throughout the country and the choice of the condominium lifestyle by more and more people.

In Edmonton, I was pleased to be able to have dinner with most of the North Alberta Board of Directors and thank them once again for their hospitality. The conversation during the dinner ranged from National's role to local chapter concerns and achievements. Subsequent to our meeting in Edmonton, I had travelled to Calgary, just missing by a few hours the end of that major snow storm that they had on May 6th. After suffering through a long but relatively snow-less winter in the Golden Horseshoe area, 40 cm of snow was not something that I needed to see! In any event, my hosts on the Board of Directors in Calgary were very gracious in treating me to a lunch and allowing me to attend their Board Meeting.

I have made a commitment to CCI in my role as National President, to try to meet with as many

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chapter Boards as I can during my tenure. In April I travelled to Thunder Bay to meet the folks involved in the creation of that Chapter as well as lecture at a seminar they were putting on. I also will be travelling to Windsor on May 22nd to meet with their Board and participate in a seminar that they are hosting. In the fall I will be travelling to Ottawa to meet with the Chapter Board there, as well as speak at a seminar that they are presenting on October 26th. My goal is to emphasize that CCI is a national organization and to let chapters know they can count on National for assistance and guidance whenever it is needed.

You will notice on this issue of the newsletter that there is a special logo celebrating the 20th Anniversary of CCI. This is not only an opportunity for us to celebrate our great organization, but also gives us an opportunity to get our name out to the general public. The National Board is recommending that each chapter

consider approaching local newspapers in the fall to run a full or one-half page business advertisement celebrating the 20th Anniversary of the Institute. You may have seen similar ads for other businesses where associated trades or sponsors pay for the cost of advertisement by adding a small ad for themselves around the perimeter of the page. In most cases, all it takes is for somebody to contact the local newspaper advertising department, give them the advertising that you wish to use and a list of your trades and sponsors who might be willing to participate. The advertising department will then usually undertake the task of contacting those businesses to arrange for their participation. National will also be looking at whether we can do something similar in a national newspaper using sponsors who, perhaps, are large enough to have offices across the country. In this way, we hope to blanket the country with CCI's name in an effort to reach out to all of

those condominium communities who are not yet aware of the benefits of membership. If you are successful, please save a copy of the advertisement and send a copy to National's head office.

The next issue of this newsletter will also be used to celebrate our anniversary with, hopefully, pictures and stories relating to the early years of CCI and the growth of the various chapters. More celebrating will occur at our November 15th AGM and awards dinner which will be held on the same weekend of the ACMO/CCI - Toronto Chapter's Condominium Conference. This year's conference theme will be "Building Better Communities". More information on that will be sent to our members shortly. I look forward to seeing you there.

Ron Danks
President
Canadian Condominium Institute

Mandatory Arbitration in Nova Scotia

From the Arbitrator's Perspective

by Peter J. MacKeigan, Q.C., C.Med., C.Arb. (www.mackeigan.ca)

The mandatory arbitration provisions under the Nova Scotia Condominium Act have been in force since February 16th 2000. They apply to all disputes between condominium owners or condominium owners and the condominium corporation. Although the specifics of the arbitrations that have been concluded cannot be discussed nor can the parties be identified due to the confidential nature of this process, there are a number of trends that appear to have evolved.

The arbitration hearing normally is taking approximately half a day to a full day. The arbitrator requires a similar length of time to write his decision. The cost of an arbitration is usually between \$1000 and \$2500. For the most part the cost is divided between the parties although the arbitrators have awarded costs in clearly defined circumstances. The participants in the arbitrations have been represented by lawyers about half

the time. The hearings have been held at the boardroom of Access Nova Scotia and also in the common rooms of the condominium corporations.

One of the misconceptions respecting arbitration is the nature of the relationship between the arbitrator and the participants. The arbitrator is not normally in contact with either of the participants prior to the hearing or following the rendering of the decision, with the exception of formulating or discussing the process or procedures. The substantive matter to be adjudicated upon is only discussed at the hearing itself or by way of prehearing briefs if requested by the arbitrator and exchanged among all participants.

Another misconception is that the arbitrator will enforce his ruling. When an arbitrator's decision is rendered, it can only be enforced by filing it with the prothonotary of the court where it

becomes a judgement and may be enforced as any other judgement of the court. The adjudicator's role ends upon the rendering of his decision.

There are also different approaches being taken to the arbitration process itself. It certainly can, and has been, conducted with the giving of evidence, cross-examination, and the rendering of a decision by the arbitrator. Another practical approach includes encouraging the participants to resolve the matter before or during the arbitration hearing, often with the arbitrator's decision confirming the agreement made by the participants themselves.

The nature of the process and the comfort of the participants using arbitration is still evolving. However, early indications are that it is proving an effective and cost efficient manner to resolve condominium disputes.

Condo Construction BOOM in Ontario

by Gerrit Roosenboom

Condo construction is booming in Central and Northern Ontario, similar to the hectic activity in the Greater Toronto Area. But whereas many of the condo buildings in the city are high rise; the majority of new projects north of Highway 9, tend to be low rise, townhouses, semis and bungalows.

Although the buildings may vary in size and shape, there is a great similarity in the populace that are buying condo units. The majority of purchasers in Huronia Chapter are retirees or the soon-to-retire. These people are looking for a major change in their living environment. Some are down-sizing, others, no longer want to cut the grass, weed the flowers, paint the shutters, etc. Some are looking forward to lowering the pace a little and others take on new activities, such as sports and traveling. Still others, take on different and rewarding projects like volunteering for various service clubs, town committees, join boards of directors or start consulting services.

The common thread is that these people want someone else to look after the outside maintenance of their unit and want security of their property when they are away. The fresh air of cottage country, the proximity of water are attracting these people to the water edge all along the lower Great Lakes and thousands of other lakes throughout central and Northern Ontario.

Although the condo act, the declaration, the by-laws and rules are features applicable to all condo projects, great and small, there is a great variation in the administration of these dwellings. Condo fees vary greatly. In a high rise, the common element fees typically

include most of the utilities, whereas in a townhouse or bungalow project, owners are billed directly by the supplier for hydro, gas, water, etc. Similarly, most of the building structure in a high rise is identified as a common element, whereas in townhouses and bungalows it is not unusual to find that the unit includes everything up to the street curb and vertically unrestricted.

As a result, comparisons of management fees or condo fees are virtually unintelligible. The minimum application of common elements in townhouses can also create a number of problems. At a complex, where we recently assisted with the turnover meeting, the owners were surprised that the roof, outside doors and the lawn were all components of the unit and the owner was responsible for the maintenance and repair of these items. We could readily

imagine the conflict if one owner replaced the roof singles with red and the next unit with blue. Or one unit painted the front door orange and the next, yellow. Commonality, delineated in the declaration, can be a great help in establishing harmony in the neighbourhood.

We were disappointed that the developer had not communicated more thoroughly with the purchasers and received some input from these future owners on items such as these before registering the declaration and description. In a perfect world, future owners and their solicitors would be a full participant in drafting these important documents. We have work to do. CCI will continue to be a resource that purchasers, owners, directors and managers may call for advice.



Effective use of committees and volunteers

(Don't Let the Tail Wag the Dog)

by Barry Widman, LL.B., A.C.C.I.

Introduction

The subtitle of this paper is somewhat colourful and was suggested by Ron Danks, past president of the Golden Horseshoe Chapter of the Canadian Condominium Institute.

We who practice condominium law give much thought to the functions of board members and officers of a condominium corporation but do not often give much thought to committees and their function in a condominium setting, and, generally are not called upon to consider certain aspects of liability, risk and insurance concerns pertaining to the actions of committee members. It is likely that this is so since there appears to have been little or no litigation involving such issues and consequently no reason to consider and deal with a non-legal entity such as a committee.

Yet, we all know of condominium properties where the board is greatly assisted by such committees and where the quality of life is greatly enhanced by the work of such committees. Conversely, we all likely know of condominium properties where no committees exist or where there are committees which function badly.

It has been said by one cynic that "the best committee is a committee of three with two members home sick". Notwithstanding that remark, the degree of effectiveness of a committee is likely dependent on the direction it receives, usually from the board of directors, and the skill of its members.

Certainly, a condominium property composed of retired but still functioning executives and professionals, with time on their hands, is likely to have more effective committees than a property where the residents have less free time and less skilled persons.

Generally speaking, it has been my experience that condominium properties with a number of functioning committees usually also contain a group of happier owners who look upon these committees in a positive fashion. In one such condominium building, the committees themselves are treated in a very positive fashion, with committee members being recognized and praised for their achievements at every annual general meeting, at which meeting each committee makes a brief report.

Ontario Condominium Act

The new Ontario Condominium Act in sections 37 and 68, does make mention of an audit committee composed of board members and other owners, but does not otherwise deal with the notion of committees. Such committees are not legal entities recognized under the statutes and consequently, as mentioned below, when dealing with questions of liability and insurance protection, guidance will have to be sought from other areas of law.

What is a committee?

Generally speaking, in a condominium community, a committee consists of

more than one person, and is either formally created or sometimes created on an ad hoc basis, usually consisting of resident volunteers, to carry out a specialized function. Some committees act formally, having meetings, electing a chairperson, taking minutes, etc., and others are more informal.

Creation of a committee

It is generally wise, from a risk point of view, that a committee be, in fact, created in a formal manner, preferably by resolution of the board of directors. The value of such method of creation will be seen below. Sometimes committees virtually create themselves when a group of persons gets together and determines that it will run a particular function, sometimes without any recognition by the board. This is a somewhat risky proposition for members of that committee, as will be seen below. In my view, it is best if a committee is created by the board and given a specific mandate by the board, delineating, at least broadly, and sometimes exactly, what its functions are.

Types of committees

The types of committees which can be created are limited only by the imagination of the creators. There can be committees involved in finance, social activities, gym activities, aerobic activities, barbecues, newsletter, safety and security, landscaping, nominating committees, and it goes on and on.

Composition of committees

Generally speaking, a committee can consist of all non-board members or one or more board members combined with non-board members or all board members. Frequently, where a committee consists of three persons, such committees may typically involve one board member and two non-board members.

Again, as will be mentioned below, from a risk point of view it is likely that there will be an advantage to having one or more board members on a committee.

Functions of a committee

Generally speaking, committees have one or both of the following purposes, i.e. to advise the board or to physically carry out a specific function, for example, running an exercise class or holding a barbecue.

Committees with an advisory function, for example, a finance committee, could investigate the finances of the corporation and provide advice to the board which the board may find useful in future budgeting procedures or may otherwise assist the board in cutting costs or raising income. In this kind of situation, the board is receiving advice and information in order that the board may make a decision in an area which is solely the board's responsibility. The board is not entitled, in law, to delegate that decision making authority. As will be seen below, there is less likelihood of liability on a committee or its members when it acts in an advisory capacity since the final decision is up to the board.

On the other hand, a barbecue committee acts more in a physical sense and would, for example, undertake the organization of a social evening involving a barbecue, arranging for ordering and delivery of food necessary for such an occasion, and perhaps also undertake the actual cooking and providing such food to the residents invited to such barbecue.

Apart from the services they provide, committees also fulfill other useful func-

tions. They create an opportunity for participation by the committee members in the affairs of the corporation. They broaden the base of concerned citizens and allow for greater feedback into the community. They can form a training ground for future board members, in particular, if there are one or more board members sitting on such committees, so that the non-board members get a feel for how the board is thinking and for methods of communicating with the boards in a persuasive fashion.

Boards should seek, apart from the question of liability, to control the functions of the committee so that the task with which it has been mandated is carried out properly so that any advice expected will be useful to the board and any other task will be carried out efficiently and safely. The board does not wish to have a committee get out of control which may, in the end, cause harm to the corporation. The board should periodically review committees, their functioning and composition, and make changes in such committees where the board feels it necessary.

Liability questions

In speaking of the notion of liability, I am referring to the fact that a committee member or the committee as a whole, may by their acts or omissions, incur legal liability to a third party or cause either or both of the corporation or the board members to be liable to such third party. In addition, there is always the possibility that a committee member may be injured during the course of the activity of the committee and may, themselves, have a claim against a third party or against the corporation or board.

Then ins and outs of who has a claim against whom can become somewhat complex.

For the purposes of this article, I will mainly consider, both under this heading and the heading "Insurance" below, the risk run by a person in becoming a committee member.

What follows will be mainly a discus-

sion of ideas and legal principles together with various suggestions, none of which, in light of the lack of precedent, should be taken as an absolute assurance of the outcome of any sort of claim which may be made against a committee member.

One can readily see that where a committee member is involved in physical activities, such as serving food at a barbecue or conducting a gym class, that a third party might be injured by the acts or omissions of that committee member. If such were to occur, it is certainly possible that the third party may sue the committee member or all the committee members based on negligence or otherwise. Such a third party may also sue the board members and the condominium corporation. The issue at this stage for the committee member is whether or not that committee member would be entitled to be indemnified by the corporation in the event that committee member is found liable to the third party.

Since there is little mention of committees in the Condominium Act, one must look to the common law to see if, apart from the question of insurance, whether that committee member will be protected

For example, and utilizing principles of the law of agency, where it could be reasonably urged that the committee member was acting as an agent of the corporation and acted within the scope of the committee's authority under a mandate of the board, then the corporation might have a duty to indemnify and protect that particular committee member. On the other hand, where a committee acted without authority of the corporation, and therefore not as an agent of the corporation, then that committee member might be liable and without any protection from the corporation.

In short, being a committee member, depending upon the method of creation of that committee, may be a risky business.

It is, therefore, wise, in my view, that such committees be, in fact, created by a resolution of the board which resolution would also outline the mandate of

that particular committee with respect to the task which has been, in effect, delegated to it by the board. If in addition to this formal creation of the committee, one or more board members sits on such committee, such would lead credence to the notion that the committee and its members are really agents of the board and, therefore, of the corporation since the board is acting on behalf of the corporation. Where, however, a committee acts beyond the scope of the authority provided to that committee or its members, then that committee or its members may well not be able to obtain indemnity from the corporation.

Insurance coverage

Generally speaking, from the point of view of liability, corporations carry two types of insurance coverage, as follows:

1. Commercial general liability coverage, which generally protects the corporation in the event of liability with respect to property damage or physical harm.
2. Directors' and officers' liability insurance, covering directors and officers.

POSSIBLE LIABILITY SITUATIONS RE COMMITTEE MEMBER

Will a committee or its members be liable for advice given?

In theory, advice given or information provided which is negligently or recklessly provided may form the basis for a claim. Practically speaking however, a claim against a committee member is unlikely to occur since the committee is simply providing information or advice to a board. The board is likely dealing with an area within its own jurisdiction which, by law, it is not permitted to delegate and, consequently, must make its own decision, which it likely will make in any event, based on that advice and information and advice apart from that given by the committee. In short, the advice and information given by the committee is given gratuitously and it is the board's responsibility to sift through such and other information and advice and arrive at its own decision without relying, in a legal sense, on the committee.

Where physical harm or property damage results

On the other hand, the physical conduct of a committee member resulting in harm to a third party may well form the basis for a successful lawsuit by that third party.

Such a lawsuit, likely sounding in negligence, involving physical harm or property damage would, assuming the board has properly appointed such committee and its members and outlined its mandate, likely be covered under the general liability insurance policy of the corporation so that any action against the committee member, the committee or the corporation, will be defended and indemnified by the corporation's insurer. The theory here is that the committee and its members, so appointed by the board, are, in effect, agents of the corporation so that the corporation's insurance comes into play to protect both the corporation and its agents. I have had the opportunity of discussing this matter with an insurance broker who indicates his understanding that the insurers may well view such a committee member as an "appointed officer" and provide coverage for such person. Again, this is not an absolute assurance that such will occur but is a theory upon which an insurer may well operate.

Where monetary loss results to a third party

It is difficult to envision a situation where a committee or its members could cause monetary loss, as opposed to physical harm or property damage, to a third party. In theory, I suppose, it is possible that a committee person could order goods for which the corporation refuses, ultimately, to pay and a third party may have a claim. In a more esoteric way, it is possible, for example, that the committee could do something to the grounds of the corporation which devalues a unit or units, thereby allowing such owners to sue for loss of value of their unit. These are far out and unlikely scenarios but, in theory, could occur.

In such a situation, where there has been no property damage or physical harm, a general liability policy will likely not play a role. The next question is whether or not the typical directors' and officers' liability policy will cover the committee member. Certainly, such policy covers the board members and actual officers of the corporation. It is arguable here that a committee person, properly appointed by the board with a mandate outlined in a board resolution, may also be considered to be an agent of the corporation or "an appointed officer" so that the insurer may provide coverage for such person. Again, this is only a possible argument to be made.

Protection of committee members

A wise board will seek to protect members of any committee by establishing the committee by a board resolution, shown in the minutes of a board meeting, such resolution describing in general or specific terms the parameters of the function of that particular committee, which may in insurance law provide the necessary nexus with the board and the corporation so as to provide insurance protection to that committee. If the board, in addition, places one or more of its members on that committee, then the connection can only be enhanced so as to provide such protection.

Summary

In summary, committees can be very useful to the board and corporation if they are properly mandated and controlled. Committees should be created in such a manner as to potentially provide the greatest protection to such committee members who, by and large, are volunteers wishing to assist the corporation and without realizing the potential risk being run.



HOME TO CANADIANS
Canada

Voices for Safe Neighbourhoods: Awareness and Assessment Mean Action

Introduction

Voices For Safe Neighbourhoods is a do-it-yourself guide to improving residential safety for people in any community. The result of a partnership between CMHC and the Royal Canadian Mounted Police, the guide describes a step-by-step program that helps interested people work together to improve the safety of their neighbourhoods.

The program described in the guide integrates the knowledge of experts and the experience of residents and others who have already been through the process to create a practical problem-solving method for community members. Using this common-sense approach, local coordinators can involve people quickly and easily, as and when they are needed, and with very little preparation time.

Description of Publication

The guide consists of three chapters and appendices containing examples of tools to be used during the safety audit.

Chapter 1 introduces the concept of a "safety audit" and explains how it can help people create safer neighbourhoods and feel safer in their communities. This section stresses the importance of getting residents to talk about their safety concerns and the dangers they see in their neighbourhoods. It also emphasizes the need to involve local business people, politicians, volunteers and police as partners in their efforts.

Chapter 1 also identifies the characteristics and responsibilities of a successful audit coordinator. It suggests that the guide will save the coordinator time by:

- Helping him or her organize;
- Providing step-by-step instructions; and
- Giving examples of tools such as letters and checklists that allow the coordinator and participants to adapt the system to their needs quickly and easily.

Chapter 2 describes how to perform the safety audit. Specifically, it outlines the tasks required to complete each of 5 steps.

Organizing for a safety audit

For Step 1, the report describes how to get local people and groups involved in discussing safety issues and interested in conducting a safety audit in the community. It also lays out the process of organizing the first meeting and setting dates for the next steps to be taken.

Developing the checklists

The purpose of Step 2 is to determine the safety issues relevant to the neighbourhood. It includes identifying the safety areas, understanding and, if necessary, modifying the sample audit checklist so that it fits the neighbourhood. Planning the "Walk Around" to work through the checklist is also described.

Doing the safety audit

For Step 3, the guide outlines the process of meeting before the Walk Around to orient the people conducting the audit. It describes what to look for during the Walk Around and the importance of preparing and distributing summary reports to all interested people.

Recommending ways to improve safety

In the 4th step, the guide describes how the participants should meet again to create a list of actions to improve neighbourhood safety. It also outlines a procedure for prioritizing the actions to be taken and creating an action worksheet. The action worksheet includes:

- Issues to be resolved;
- Tasks involved in resolving issues;
- Persons responsible for completing the various tasks;
- Resources required; and
- Completion dates for each task.

The end result is a Safe Neighbourhood

Action Plan. This Action Plan serves as a tool to help coordinators organize the work to be done, map progress and communicate with new participants.

Making your neighbourhood safer

The final step explains what needs to be done to bring about the changes set out in the Action Plan. It describes how to publicize the results of the safety audit and how to involve people in helping to make real change through writing letters and following up with telephone calls.

It also suggests holding an update meeting to review the results of the Action Plan and to give public acknowledgement and thanks for completed actions that have made the community safer.

The last chapter in the guide, Chapter 3, is a listing of related information resources including reports, videos and checklists available from CMHC.

Implications for the Housing Industry

Voices for Safe Neighbourhoods helps people take action to improve not only the safety of their communities and their feeling of safety in the community, but also their commitment to ongoing neighbourhood improvement.

By outlining the rationale for, and the steps involved in a safety audit, this guide helps build some of the skills and knowledge needed to keep residents committed to the long, ongoing process of creating safer, healthier neighbourhoods.

When people are committed to the health and safety of their neighbourhoods, everyone benefits - the residents, the businesses that serve them and the local housing industry that helps to maintain their homes, apartments and properties.

A full report on this project is available from Canadian Housing Information Centre, CMHC, 700 Montreal Road, Ottawa, ON K1A 0P7.

Atlantic Chapter

April marked the start-up of our web site (www.cciatlantic.ca). We are pleased to be up and running. We are refining it still, however, and we would welcome any feedback from users. Messages e-mailed to info@cciatlantic.ca will be forwarded by the chapter administrator to the web site coordinator.

By the time this issue reaches readers, we will be busy with renewals for the new membership year, which starts July 1st. Atlantic Chapter membership at the end of 2001/02 totals 111. Sixty-seven are condominium corporation memberships, representing some 3,430 units. All but one of the Atlantic members are located in Nova Scotia. The one exception is a Professional member located in Newfoundland. We hope to increase that exception in 2002/03, as we concentrate our outreach on the condominium community in Newfoundland.

Regina & Area Chapter

Our Board of Directors meet on a regular basis and have been dealing with important issues such as unfair property taxes, review of the Condominium Act, disseminating information through newsletters, and increasing our Chapter membership.

Property taxes are unfair to condominium owners in the areas of maintenance of internal roadways, street lighting, snow removal, fire hydrants, garbage removal, and the inclusion of reserve funds which affect sale prices. Single family homes have all of these services included in their taxes and no reserve funds that get passed on from vendor to purchaser.

The Government of Saskatchewan is in the process of reviewing sections of the Condominium Act. Regina and Area Chapter, along with other stakeholders in the condominium industry, have been invited to meet with the Department of Justice to provide input to changes in the Act. Our Chapter would like input from other provinces and, therefore, are requesting any help that would improve our Condominium Act.

Finally, four directors from Regina & Area Chapter attended the semi-annual seminar in Saskatoon. Thank you to the North Saskatchewan Chapter for hosting this meeting. Also, thanks to the speakers for their time and sharing their expertise with us.

Golden Horseshoe Chapter

Condominium Administration courses were held in April in St. Catharines, Kitchener and Burlington with a total of 250 attendees. We would like to thank all of our guest speakers that provided some key insights into the course material.

Currently our registration is at 490 members and continues to grow.

We are very pleased to announce that Marianne Hallas is working for the chapter on a part-time basis on a long list of administrative tasks.

As you read this, George Shirton, one of our long time colleagues and Treasurer, will be wrapping up matters as he goes on to enjoy his retirement. George's service with the Chapter and guidance have clearly helped in our growth, the administration of the courses and on other chapter endeavours. On behalf of the Board and the Golden Horseshoe Chapter members, we would like to thank George for his efforts and dedication.

Windsor Chapter

The Windsor-Essex County Chapter had its first Annual General Meeting on April 17, 2002, followed by a first-rate presentation on Reserve Fund Studies by Halsall Consulting Engineers.

At the Annual General Meeting, the membership welcomed its new Board of Directors:

John Curran, Essex Condominium Corporation No. 78

Kevin Hague, Popp Parete & Russo Chartered Accountants

Paul Kale, Collins Barrows Chartered Accountants

Terry Kipping, Outback Creations Inc.

Gordon Lee, Gordon Lee Chartered Accountants

Art Ouellette, Professional Property Management

Suzanne Pelchat

Bruce Rand, Blonde & Little Insurance Ltd.

Elizabeth Talbot, Will Financial

Andrea Thielk, Clarks Barristers & Solicitors

Dale Wannamaker, Halsall Consulting Engineers

Our well-diversified Board will contribute knowledge and expertise in their respective areas. Should you have any questions of our Board, please contact the Chapter Office and your message will be forwarded.

Our membership drive continues as more and more people attracted to condominium living are joining our Chapter.

South Alberta Chapter

As experienced throughout our industry, SAC has experienced a busy Spring season with the scheduling of Chapter events, courses and ongoing projects. SAC held a CM 100 course this past April with forty-three (43) individuals in attendance. Great feedback was received and it looks like the next CM100 course scheduled for September 2002 is expected to be a success. SAC is currently working towards holding CM 200 in June and even though the course is a month away there are already 22 people pre-registered and industry instructors and speakers in place.

Toronto Chapter

Special thanks go out to CCI-Toronto Board members Steve Willerding and Richard Pearlstein for their contribution of time and expertise as moderators of CCI-Toronto's spring seminars. The Condominium President: The Good... The Better and... (The Worst?) was held on Saturday May 4th and The Utility Jolt: Shocked Again! was held on Saturday June 1st. Many thanks also to the many speakers at both seminars who volunteered their time and knowledge to help make these sessions a success.

Sales of CCI-Toronto's two newest publications, *Buying A Condominium: What You Need To Know and Living In A Condominium* written by Audrey Loeb are quite strong. The booklets have certainly filled a niche with both current and future condo owners and the Chapter thanks Audrey Loeb for her generous support.

Northwestern Ontario Chapter

We are pleased to announce the creation of the newest Ontario Chapter of CCI. Based in Thunder Bay, the new chapter will be responsible for all of Northern Ontario. Contact Doug Steen at (807) 346-5690 for more information

News from Vancouver

On April 27, 2002, we held a seminar on rental limitation bylaws and hardship applications. Once again, the seminar was very well attended. At the seminar, Mr. Gerry Fanaken, who has been instrumental in efforts to establish a Vancouver Chapter of CCI (and whose company, Vancouver Condominium Services once again sponsored the seminar) announced that we had the requisite number of members to establish a chapter (Horray!). We are now in the process of setting up an organizational meeting to elect an interim board of directors and take the necessary steps to obtain official chapter certification from the National Board of Directors. It is now time to renew efforts to establish one or more chapters on Vancouver Island.

More about that in the next newsletter.

Huronia Chapter

As we approach our fiscal year end, 30 June 2002, we can declare our first year a resounding success. Our current membership of 106, is more than double our target or forecast when we first started to dream about a Huronia area chapter. The support of condo owners, directors, managers and firms providing services to condominiums, was truly gratifying.

Our chapter is continuing to expand. As a result of our seminars in Orillia, North Bay and Sudbury, we have new members from, Penetanguishene, Midland, Timmins, Sault Ste Marie and Lagoon City on the east side of Lake Simcoe. We will be presenting seminars at Sault Ste Marie and Timmins during the summer.

The 6th Annual CCI/ACMO Condominium Conference

November 15th and 16th are the dates for this year's Annual Condominium Conference which will be held again at the International Plaza Hotel at 700 Dixon Road. This year's theme Building Better Communities boasts an exciting new format including a two day trade show and a variety of new, interesting seminar topics which will be sure to draw owners, directors and professionals alike to this annual National Event. Keep posted to the CCI-Toronto website (www.cci-toronto.org) for further details, as they become available.

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Tel: (613) 992-3245

Fax: (613) 947-4121

E-mail: info.services@nrcan.gc.ca

Please indicate the type of organization you represent.

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.

 Government of Canada
Natural Resources Canada

