

# ccireview

THE VOICE OF CONDOMINIUM



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# VANCOUVER

Hosts CCI National  
Semi-Annual Meeting

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# Message from the President

BY JAMIE BLEAY, CCI NATIONAL PRESIDENT



As we reach the half-way point of CCI's 25th anniversary, I recently took the time to flip through the history of CCI prepared by Deborah Howes and distributed at the 2007 CCI awards dinner held last November. I was struck by the number of individuals who have devoted many years to the CCI cause.

Several of the individuals have been members of the National CCI board for more than 15 years! The history contained stories about the development of CCI and its growth, chapter by chapter, across the Country. The history also identified many of the initiatives undertaken by CCI over the past 25 years. *(CCI history may be found on the CCI-N website: [www.cci.ca/ABOUT/history.asp](http://www.cci.ca/ABOUT/history.asp))*

Why am I reminiscing about CCI's past? It is because CCI has a history that we can all learn from as we tackle new challenges facing CCI. Twenty-five years ago we did not have a website; today we do! Twenty-five years ago a group of individuals had a dream about being the "Voice of Condominium" in their community; today we are the "Voice of Condominium" across Canada! While all of us are proud of the history and of the many accomplishments that have taken place over the years, we must not lose sight of what must be accomplished in the coming years as more and more families turn to condominium living and encounter the challenges that come with that lifestyle. CCI must continue to be in the forefront of education and knowledge as more and more Canadians adopt a new way of life. Through

our committees, our boards and our chapters, we must continue to do our utmost to serve our constituents.

As you know, CCI National is in the process of finalizing a new governance model. The new model will tweak the manner in which CCI National operates but will still allow for chapter representation, via a National Council, to the National Board. The model will be different and a change from what we are used to having. However, as Shrek said, "Change is good donkey". CCI National hopes to be able to present the new model for adoption at the November 2008 Annual General Meeting. We will do our utmost to keep you informed as we put the finishing touches on this initiative.

As summer approaches I am sure that all of us are looking forward to a well-deserved summer vacation! My hope is that we will all head into the fall invigorated and ready to tackle the many new challenges we face, including increasing our level of branding in our chapters, increasing the level of awareness of who we are to our Municipal, Provincial and Federal government representatives and putting the finishing touches on the upcoming joint CCI/ACMO conference.

On a personal note, I would like to thank my fellow board members for their support and encouragement to me, in my role as President of CCI, and to CCI Vancouver. I have no doubt that there will be a flurry of activity as we move toward our annual meetings in November but I look forward to the challenge and look forward to seeing all of you in November.

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# Vancouver Hosts CCI National Semi-Annual Meeting



Vancouver is everything you hear it is. The sea, the mountains, a wonderful climate... and your national board was lucky enough to be here for the 2008 semi-annual meetings.

The National Board meets four times per year, twice by telephone and twice in person. In late October or early November we meet in Toronto in conjunction with the annual joint conference held by CCI Toronto and the Association of Condominium Managers of Ontario (ACMO). (Incidentally, if you have never been, do go – it's a fantastic conference.) In the spring, the meetings are held by one of our chapters outside Toronto. In 2007, my chapter, South Saskatchewan, hosted the conference and meetings in Regina.

This year, Vancouver Chapter hosted the meetings. I can tell you from my personal experience what a big job it is. On behalf of the entire board, I would like to thank and congratulate the entire Vancouver Chapter Board and all the volunteers for doing such a fantastic job of organizing things.

The 2009 spring meeting will be in Hamilton, Ontario. The Golden Horseshoe Chapter has quite an act to follow, but I have already heard some of the events being planned and know it is going to be a great event.



Our meetings were very productive. The board approved in principle a proposal to modify the structure of the national board. (Our chair, Charlie Oliver, has written on this matter in this newsletter in the past.) Subject to formal ratification at the annual general meeting this fall, the board intends to move day-to-day decision making to a larger executive, representing all regions of Canada. The current board, 24 large, will move to an overseeing role. The Constitution Committee is currently examining the logistics of this change and authoring proposed changes to the bylaws of CCI to permit the change.



We also had a lengthy discussion with ACMO about property manager education. We agree with ACMO that this is a very laudable goal and are investigating ways that we can assist with this.



On the Saturday, Vancouver Chapter held a seminar. Nearly a hundred condominium unit owners, realtors and other interested professionals attended. The morning began with Kevin Grasty and Mike Van Dusen of Halsall Associates Ltd. discussing building envelope repairs and building maintenance. This was followed by a discussion on condominiums and insurance, presented by Paul Duchaine of BFL Canada Insurance Services and by this writer. After a delicious lunch, the seminar concluded with an entertaining legal panel consisting of Ron Danks of Hamilton, ON, Rob Giesbrecht of Winnipeg, MB, Geoff Penney of St. John's, NL, Shawn Smith of Vancouver, BC and Don Kramer of Edmonton, AB.

Personally speaking, I had a wonderful time and know that the same is true for the rest of the board. Thank you again to Vancouver Chapter, and to CCI National and Taylor Enterprises, our management organization, for helping everything go so smoothly.

I look forward to seeing you in Markham, Ontario at our meetings at the end of October!

# Employment Contracts - Employees



If your corporation employs a superintendent, concierge, cleaning staff or other person as a direct employee, then you need to be aware of the following:

1. Every employee should be employed pursuant to a written employment contract. The employment contract should include a general job description that clearly sets out the duties that the employee is expected to fulfill.
2. There is no such thing as a "couples" employment contract. Often superintendent couples are retained with one being the primary service provider and the other the back up. We have seen a number of contracts which indicate that if one is fired for

cause, the other is automatically let go as well. This could be considered a violation of the provincial Human Rights Code if the couple are considered to be spouses whether through marriage or common law, and you let one go for no reason other than the other had failed to live up to their job expectations. In that case, you should have two employment contracts which can be drafted in such a fashion

as to enable you to let both go albeit with one or the other perhaps receiving more payment in lieu of notice if necessary.

3. If you learn that an employee is harassing other employees, you must deal with it immediately, otherwise you expose the corporation to charges of permitting sexual or other forms of harassment.

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4. Similarly, if you learn that your employees are being harassed by residents, steps should be taken to eliminate it.
5. Do not layer on additional duties to an employee who is not qualified to handle them. In some cases, that could be construed as a form of constructive dismissal and, more importantly, you may be exposing them to hazardous situations that they are not equipped to deal with.
6. If you learn of a hazardous situation affecting the common elements, you have a duty to advise the employees of the corporation to ensure that they do not inadvertently expose themselves to that danger. Failure to do so could render you criminally liable if they are injured as a result of your failure to warn them of the danger.
7. Employees, especially superintendents should be required to maintain daily log books indicating what work they undertook that day, what tests were completed and what inspections were made and at what times. This is especially important during major snow storms. The difference between being found liable for a slip and fall as a result of a major snow storm can very well turn on the contents of such log books.
8. Make sure your employees have adequate training for the tasks that they are asked to deal with. As an example, if your superintendent is responsible for inspecting and/or testing the fire



income tax, Canada pension and Worker's Compensation. Directors of condominium corporations could be held personally liable for such remittances if it is discovered that they are not being withheld. Paying an employee "under the table" is never a good idea.

10. Employees should be discouraged from "freelancing" their services to owners in the building. This almost always gives rise to conflicts with respect to employees undertaking work for residents during normal working hours. A good employment contract can deal with that issue.
11. Don't reward incompetence. If you have had reason to discipline or cen-

writing and a copy of that correspondence or memorandum included in the employment file for future reference.

12. Condominium unit owners are entitled to review any employment contract the corporation may enter into as a record of the corporation. However, the Condominium Act, 1998, prohibits owners from reviewing the contents of employee files. As a result, you should make sure that such files are maintained on a confidential basis and are not available to the average owner to review.
13. And finally, if you are considering letting an employee go, or significantly changing the number of hours per week that they will work, consult with your corporation's solicitor first to determine what obligations you may have to that employee in respect of termination. Reducing or increasing the number of hours that an employee is expected to work can also be construed as constructive dismissal if done unilaterally.

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alarm system for the building on a regular basis; ensure that he or she knows how to do the inspection properly.

9. As an employer, you are subject to employment legislation, as well as all legislation requiring remittances for

sure an employee who is proving difficult to deal with, think twice about that Christmas bonus or raise. It is difficult to fire an employee for cause when you have been rewarding them through raises and/or bonuses. If you do censure an employee, make sure you do so in

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# VOLUNTEERS

## How To Attract Them

## And How To Keep Them



The Canadian Condominium Institute, ("CCI") is a not for profit organization operated at both national and chapter levels by volunteers. While National and some chapters have paid administrators, by and large, the bulk of the work involved in running CCI is conducted by volunteers. As such, attracting new volunteers to our organization is essential to its very existence. Motivating existing volunteers to continue in their efforts while avoiding volunteer "burn out" is equally important.

### Where Do Our Volunteers Come From

According to the National Survey of Giving, Volunteering and Participating, ("NSGVP"), conducted in 2000, it was

determined that on average, almost 60% of all Canadians will volunteer their time and services to some extent every year. In Ontario alone, volunteers contribute the equivalent of over 200,000 full-time jobs to the economy, worth an estimated six billion dollars to the province's economy. On a nationwide basis, more than 6.5 million Canadians volunteer over 1,000,000,000 hours of their time to charitable and voluntary organizations according to the report. So, where are all these people and how do we get them involved with CCI?

A "typical" volunteer is female, between the age of 35 and 54 years old, is married, has some post-secondary educa-

tion, and is employed, according to the 2000 NSGVP survey. However, this does not mean such a person would be the best volunteer. As an example, of those persons that are 65 years of age and older, which is the group that are the least likely to volunteer, those who do, volunteer the most time of any other age group, (in excess of 180 hours a year on average). What an organization does also impacts on the type of person who might be attracted to volunteering. Sporting organizations generally attract more men than women, youth groups such as Guides and Scouts often attract younger volunteers, (primarily because their children may be involved in the organization), and seniors organizations tend to attract more older volunteers than young ones.

### Who may be attracted to volunteer for a CCI chapter Board or Committee?

#### Condominium Directors:

CCI's primary purpose is to provide education and support to those involved in the condominium community across Canada. We say that we are the "voice of condominium". Who are we talking to? By far, our membership is made up of condominium and strata corporations. Those corporations are managed by a Board of Directors. Therefore it is safe to say that our primary "marketplace" are directors who themselves are already volunteering to serve their own community. According to the 2000 NSGVP study, 95% of those who volunteer do so because they believe in the case that is supported by the organization. The next two largest groups polled indicated that they were motivated to join the organization to use their skills and experience to give something back to the cause or because they were personally effected by the cause in some fashion.





Drawing volunteers from condominium Board of Directors is an obvious market to explore and its highly recommended

that talks about what CCI is doing for condominium directors and homeowners. It doesn't have to be a long article, it might even simply be a brief bulletin

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## CCI's next largest membership area are the professionals who are in some fashion involved with the condominium community.

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that every chapter maintain some representation on their local chapter Board of Directors by directors drawn from their condominium members.

Since most people join an organization because they believe in the cause, it is, therefore, key for chapters to promote CCI activities whenever you can. Repeat the message over and over again that it is important for condominium corporations and their Board of Directors to be a member of CCI. For most chapters, a newsletter is the most direct method of communicating and promoting CCI to Board members. Always make sure that your newsletter contains at least one article

explaining how local chapter Board members have had discussions with the mayor about some issue that may ultimately benefit the condominium corporations and their homeowners.

If you have just run a seminar or a director's educational course, brag about your attendance in your next newsletter. Take quotes about how beneficial the course was from participants and publish them, (with their consent). If you are holding a seminar or a directors' course, open the session with a brief speech promoting CCI and use the opportunity, if you are looking for volunteers, to encourage those in attendance to help out in some

fashion. Ask those who are interested to speak to representatives from the chapter Board during the coffee break, or lunch break or immediately after the seminar before they leave. Those who take the time to attend such a course have already shown you that they are interested in what CCI is doing so they are prime candidates.

An existing condominium director may already feel that they are doing more than their fair share by volunteering for their own corporation. As such, think about targeting directors who have decided not to run for the condominium Board again. How can you find these people? Condominium property managers would be an obvious source. If you are looking for representation from condominium Boards, talk to your local condominium property managers, preferably, your own chapter members or fellow directors, (see notes below). Ask them if they know of someone that they think would be willing to volunteer.

### Professionals:

CCI's next largest membership area are the professionals who are in some fashion involved with the condominium community. These include property managers, engineers, lawyers, accountants, insurance brokers and real estate agents.

Professionals may initially see CCI as an opportunity to promote their own business although the NSGVP 2000 study indicates that fewer than 23% of volunteers listed this as their main motivation for joining a charitable or not-for-profit organization. The author's personal observations from being on a chapter Board and the national Board for far too long are that those who join the chapter Boards purely for business promotion, do not last long and generally lag behind the other Board members in the amount of time and effort they will donate.

In many ways, professional members are easier to attract as volunteers than as condominium directors. Target professionals who are already actively involved in the condominium community. Let them know the benefits of CCI membership, including:

- The ability to attract new clients
- The ability to use their skill and experience
- Marketing opportunities through advertising in chapter newsletters and other events
- Raising their profile in the condominium community, and, most importantly,
- Giving back to the community from which they make a living.

In targeting professionals, try to attract as broad a range of professional skills as you possibly can. The skills that professional members bring to the table are one of the most important resources for a CCI chapter for articles, educational events and knowledge of all aspects of condominium. Encourage professional members to get others in their firm or business involved. The lawyer volunteering on your Board may not have the time to personally write an article for your next newsletter, but she may have a junior lawyer that does. This not only decreases the burden on your existing volunteer, but also promotes the possibility of that junior lawyer one day sitting on your Board. Make sure your professionals are actually promoting CCI and your chapter to their business contacts and to their clients. (Tip: make sure your professional members get extra copies of your newsletters to leave in their front lobby and to send to new clients.)

**Service Providers:**

A third potential source of volunteers are the owners/operators of companies that provide services to condominiums.

**Don't assume that that person or others know that you are actively looking for volunteers for your chapter Board or other events.**

Typically, we find that very few service providers actually end up sitting on a chapter Board, but they are also often quite happy to volunteer for specific matters such as writing an article, leading a seminar, or perhaps, sponsoring a seminar or other event.



**Ask Them:**

Don't be afraid to ask someone specifically if they would like to volunteer, the worst they can do is say no. Don't assume that that person or others know that you are actively looking for volunteers for your chapter Board or other events. Place an advertisement in your chapter newsletter letting people know that there are volunteer positions available whether it's sitting on the Board, a committee, or helping out with a special event.

that you are looking to fill. Such descriptions should contain:

- The name of the assignment or task to be undertaken
- The purpose of the assignment
- What work has to be done
- An estimate of the time commitment
- Are there any skill requirements necessary
- Is there training or development support that can be given
- If applicable, how is that person or persons to be supervised, that is, who do they report to
- Describe what authority they have (or don't have) and outline the decision making structure
- Whether that person can be given assistance by others, and
- If it is a specific task such as a seminar or a course, due dates and timelines for completion.

**Job Description:**

One of the first things that a prospective volunteer will ask is what do I have to do? You should be prepared to provide your volunteers with a job description. Take some time to work out a job description for the volunteer positions

You should also do the same kind of exercise for your Board members and officers. What is it that you expect the President or Chair of your chapter Board to do? Similarly, what does your treasurer, recording secretary, vice-presidents, newsletter editor and other committee



leaders do. Don't just assume you know what they do, ask your directors what they are doing for the chapter, and how much time are they spending doing it. This helps everyone to understand each other's role, cuts down on duplication, identifies people who may be able to take on additional tasks, or, conversely identifies those who are doing too much and are heading for Director burnout.

#### **Old Boys:**

Some members may get the impression that your chapter Board of Directors is a closed shop which membership is by invitation only. Dispel that myth at every opportunity. While you shouldn't be shy in approaching specific individuals who you think may benefit the chapter, always run an open election at your AGM. If someone puts forth their name as a can-

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## Motivating volunteers is not as difficult as you may think.

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When it comes time for your chapter Annual General Meeting at which directors are to be elected, include a brief job description about just what a CCI director does with the notice for the meeting. Try not to make the job descriptions sound too onerous, and remember to mention a few of the benefits such as networking with Board members as well as members from other chapters across the country, contributing to the condominium community, and having access to a wealth of talent.

didate for a position on the Board and is not successful, consider asking that individual if they would like to volunteer in some other fashion. Keep them involved and maybe next year or the year after, you will find yourself sitting beside them at the boardroom table.

If you have more volunteers than you have positions on the Board or committees, consider whether its time to increase the number of Board members, (this may require having your chapter By-Laws amended), or whether you could

be delegating more work away from directors and on to committees. As an example, the editor of your newsletter may enjoy putting it together, but may absolutely hate looking for advertisers. So strike a newsletter committee and ask for a couple of volunteers to help the editor out.

#### **Now You've Got Them, How Do You Get Them To Work?**

Motivating volunteers is not as difficult as you may think. After all, if they have already volunteered to be on your chapter Board or a committee, they obviously have an interest in helping out. The key is getting them moving and keeping them moving in the right direction. The following are some simple but effective methods.

#### **Training:**

One or two members of your chapter should meet with a person outside of your boardroom to bring them up to date on what it is that the chapter is doing. Explain to the new volunteers what it is they are going to be asked to do, (don't forget the job description noted above). Let them know about any deadlines that may have some bearing on their job description, (such as a deadline for submitting the chapter's report to the national board). Give them the dates and times of all of your planned Board meetings, seminars, courses or other events. Finally, ask them if they have any questions.

#### **Communicate:**

Don't let your volunteers lose track of time. It should be within someone's job description on your Board to communicate regularly with other directors and committees to see how they are doing. If they are struggling, find out why and get them help if possible. Use the telephone, and email to keep dialogue going. Make sure that agendas for Board meetings are issued in a timely fashion and attach an "action list" listing tasks to be accomplished, who is doing it and when its supposed to be done.

#### **Thank Them:**

Make sure that your volunteers know

how much their efforts are appreciated. At your Board meetings, your President or Chair should recognize each volunteer for their achievements. Make sure you communicate this to your membership through your newsletter and at your AGM. Don't hesitate to tell your members what a great job Bill or Jane did putting together the last seminar. Bigger achievements might well deserve more formal recognition or a gift of appreciation. Consider budgeting a small amount every year to do this.

### Support:

Make sure that everyone is getting the support they need to accomplish the task that has been assigned to them. If its their first time doing something, have someone else who has done it before, sit down and walk them through it. Develop a policy manual for your chapter to record policy decisions relating to the operation of your chapter, (e.g. that chapter directors cannot commit the corporation financially without the authority of a majority of the Board of Directors). Include checklists in the policy manual for routine events such as all of the steps necessary to put on the AGM or host a seminar. You will find that these will build up over time and provide a very valuable resource for future directors making it much easier for volunteers to adjust into their new position on your Board.

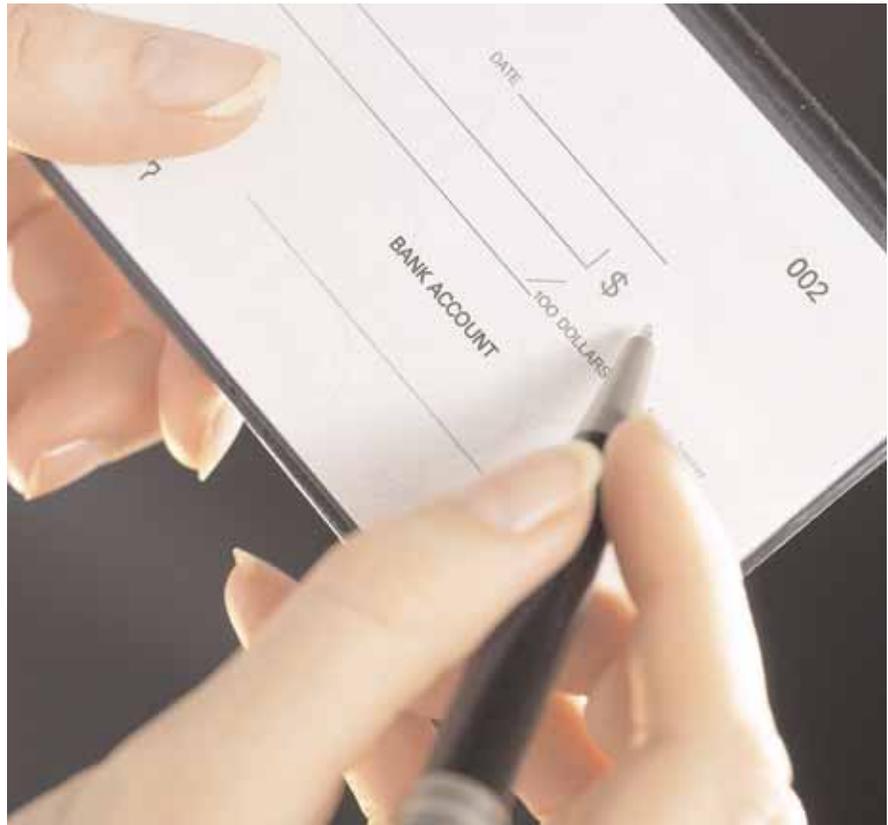
### Never Assume Everything Is Okay:

Just because one of your volunteers hasn't complained that they have, for the third year in a row, been the only one who stuffs the envelopes with the notice for your AGM doesn't mean they are still happy doing it. Routine or mundane tasks should be divided equally amongst all of your Board and should be done in groups if at all possible.

### Administrative Support:

Consider whether your chapter can afford a part time or full time administrator to take over the majority of the routine tasks that your directors now do. Getting rid of the small stuff allows your directors to concentrate on the bigger issues and gives them more time to deal with them.

Before hiring an administrator, develop a job description and make sure you



understand all the ramifications of hiring someone, either as a direct employee of the chapter or as a contractor. This is where the advice of some of your professionals, like your lawyers and accountants, may come in handy.

held within other chapters throughout the country. If one or more of your directors volunteer to conduct a seminar in another city or town in order to promote CCI and/or your chapter, make sure they are compensated for any travelling expenses.

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**Don't be afraid to spend a little money on yourselves. Clearly people don't volunteer for non-profit or charitable organizations because of the high pay.**

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### Reward:

Don't be afraid to spend a little money on yourselves. Clearly people don't volunteer for non-profit or charitable organizations because of the high pay. This doesn't mean that they should be out of pocket because of their volunteer work. Chapters should budget carefully so that they can compensate directors for any out of pocket expenses they may incur. This might include the costs of attending educational events such as the annual national conference held in Toronto, or the semi-annual spring national Board meetings and associated conferences

Having said this, make sure all your chapter Board members are aware of your compensation policies and have them use an expense form with appropriate receipts whenever compensation is required. There is nothing wrong with giving your directors a few perks in recognition of their contributions. This might include an annual barbeque or dinner at the chapter's expense just for the directors and their spouses, or a nice thank you gift for an out going director or committee volunteer. However, remember, you cannot buy recognition from a catalogue. Its still essential that your vol-



unteers are personally and publicly thanked for their contributions.

Encourage the President or chair of each chapter Board to personally write a thank you to the other Board members and publish it in your newsletter. Similarly, it would be nice if the other Board members thank the President. These thank you notes not only recognize your existing volunteers, but let potential new volunteers know their services would be welcome and appreciated. Consider publishing them not only in your newsletter, but also on your website.

### Shake Things Up Once In A While:

Every once in a while, talk amongst yourselves at the boardroom table and with your committees to make sure that everyone is happy with the position they currently hold. Your President may have served wonderfully for a number of years, but because of business or family reasons, may find it's a struggle to continue to fulfill her duties, but may be reluctant to admit this. Some chapters have developed policies creating a rotation system amongst the officers. For example, requiring that when a secretary is

appointed, they will then become the Vice-President and then the President assuming they remain members. On the other hand, if things are working well, don't force someone to take a job that they don't really want.

### Non-Performance:

Despite best intention and best efforts, you may still find that you have directors who are struggling. Sometimes this may be simply due to the fact that they are not sure of what it is that is expected of them, which is why it is so important to maintain policy manuals and create job descriptions.

Sometimes an individual may jump into new tasks with a great deal of heart, only to become disillusioned when it proves to be too difficult or too large a task for them to accomplish on their own. This is why continued communication between the Board members is important. Don't be shy about asking directors if they need help.

Make sure that you pick the right people for the right job. A person who is uncom-

fortable with public speaking, may not want to speak at a course or other event but might be quite happy to help with registration.

If you have a member who constantly misses meetings, this can become an irritant to other more active volunteers on your Board. Delegate someone to talk to the person to find out what it is that is causing the absenteeism. There may be a reasonable explanation, and it may be short lived. On the other hand, if its clear that that person cannot pull their weight, it may be in the best interests of the chapter to ask them to step aside.

Sometimes, people do just burn out. The burnout may not necessarily arise just from their activities with your chapter, but could be the result of other issues relating to business, family, or other volunteer commitments. Signs of burn out include:

- Frequent absenteeism and being consistently late
- Failure to perform their duties or tasks
- Frequent complaining about health or fatigue, bad attitude
- Failure to participate in discussions
- Easily irritated by minor issues
- Critical of other members' performances.

If you see signs of burn out in one of your directors, you may be able to avoid it if you act promptly, but sometimes, its just time to go. Delegate one or two of your officers to speak to the person in question privately and let them know that you really appreciate everything that they have done. Ask them if it wouldn't be a good idea to take a rest from the chapter for awhile. Let them decide how they would like to handle their departure. If, for example, the director is up for election in three or four months, they may simply decide not to attend any further Board meetings and not run for re-election. Others may simply submit their letter of resignation.

Chapters might want to consider devel-

oping By-Laws to deal with the removal of a Board member, such as a requirement that they are deemed to have resigned from the Board if they miss more than half of the regularly scheduled Board meetings in any fiscal year, or two-thirds of the Board have passed a Resolution requiring their resignation. Regardless of how the non-performing Director is removed, make a point of thanking them personally and publicly for their services. The last thing you want to do is be critical of a volunteer as that tends to scare away other volunteers.

### **Make It Personal:**

Most volunteers want to support a cause to which they feel a personal attachment. Encourage participation in social events hosted by the chapter by all of your volunteers. Give them the opportunity to do what they want to do best. As an example, one of the past Directors in the Golden Horseshoe Chapter made it his mission to personally visit the Board of Directors of every new condominium corporation that became a member of GHC-CCI in the city in which he lived.

### **Make It Meaningful:**

The tasks you assign to your Directors should be well structured and well-managed. Most volunteers join because they want to help but can become frustrated and leave if they feel that they are wasting their time.

### **Keep It Light:**

You are not running a major conglomerate. Your Board meetings should be pleasant, friendly, and respectful. There will always be arguments but there is no reason for them to be nasty, (see notes above regarding signs of burn out). Whoever you choose to chair your Board meetings should have some "people" skills.

### **Committees:**

Recruiting volunteers to man committees can be done in much the same way as we do for volunteers on your chapter Board. Committees can be very beneficial to a chapter as long as you remember not to let the tail wag the dog. The committee should be structured such

that at least one member is a Board member so that you can keep track of what the committee is accomplishing. That Board member does not necessarily have to chair the committee, but should be prepared to attend all of its meetings. Just like a director's job description, the Board should give a job description to the committee and set the boundaries within which it must operate. If the chair of the committee is not one of your Board members, make sure that the chair is invited to your Board meetings to make reports and that if they cannot attend, they are to provide a written report in advance of the meeting. Encourage participation on the committee by persons other than your Board members.

Some committees may be permanent such as your newsletter or education committee, while others may be created for specific tasks such as a major conference or other special event. Make sure you thank all of your committee members and encourage them to volunteer again. Keep careful track of who is on the committee with their names, addresses and telephone numbers. Make sure that if you create a committee which includes non-Board members that you pass a Resolution recognizing those committee members as special officers of the chapter. In that way, you will shelter them under CCI's directors and officers' liability insurance should something unfortunate occur.

### **Insurance:**

On the issue of insurance, all chapters are covered under the CCI National's insurance policy and all CCI chapter Board of Directors (and officers) are covered under the directors and officers portion of the insurance. Make sure new directors or potential candidates know this. (NOTE: If you are hosting a special event involving large groups of people, especially if liquor is to be served, check with National as a special events rider might be necessary, (very inexpensive)).

### **Conclusion:**

Millions of Canadians volunteer to provide services to charities and not-for-profit organizations every year. Many of

those millions live in and work with condominiums, and so there should be no shortage of talent to choose from. Many of these are aging baby boomers who are, or will shortly be retiring and may be looking for meaningful ways to spend their retirement. The number of professionals involved with the condominium community is growing as fast as condominiums are. There is a wealth of experience out there, and many of those professionals are looking for ways to give something back to the community that they earn their living from. Getting good volunteers and keeping them should not be a difficult task if you follow the simple rules outlined in this paper. Remember, the one cardinal rule of volunteerism is recognition. You can never thank volunteers enough.

### **Resources**

*Volunteers: How Community Associations Thrive*, Community Associations Press, Division of Community Associations Institute, ([www.caonline.org/bookstore.cfm](http://www.caonline.org/bookstore.cfm))

*Understanding Canadian Volunteers* by Nora McClintock, Canadian Centre for Philanthropy, 2004, ([www.givingandvolunteering.ca](http://www.givingandvolunteering.ca))

*The Volunteer Spirit in Canada: Motivations and Barriers*, David Lasby, Canadian Centre for Philanthropy, 2004, ([www.givingandvolunteering.ca](http://www.givingandvolunteering.ca))

*How Canadians Perceive Volunteer Work*, Canadian Press/Leger Marketing, ([www.legermarketing.com](http://www.legermarketing.com))

*The Benefits of Volunteering: National Survey of Giving, Volunteering and Participating*, 2000, Canadian Centre for Philanthropy, ([www.givingandvolunteering.ca](http://www.givingandvolunteering.ca))

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## Condo Cases across Canada



ISSUE NO. 22

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

### THE HOT TOPIC:

#### ALBERTA COURT ORDERS THAT TENANTS BE SUBJECT TO CONDOMINIUM CORPORATION APPROVAL.

A Court in Alberta has imposed special restrictions upon a landlord who has had a history of selecting "bad" tenants. Henceforth, that landlord's chosen tenants must be approved by the condominium Board.

To my knowledge, this is a first in Canada – but I'm guessing that it may not be the last time we see such an order.

On many occasions, I've been asked about the idea of adding such a "tenant screening" provision to a condominium's Declaration, By-laws or Rules. There is room for debate about the validity of such a provision. But, leaving that issue aside, I've also felt that such a provision could be "dangerous" because of the risks of a claim against the condominium corporation in the event that a tenant is in fact rejected by the Board. [One can imagine claims for lost rent and perhaps claims of Human Rights violations.] Screening tenants could be a risky business.

But I wonder: Are these risks reduced if the screening is authorized, in relation to a specific landlord, by a Court order?

## ALBERTA CASE

**The Owners: Condominium Plan No. 822 2909 v. Li (Court of Queen's Bench of Alberta) (November 14, 2007)**

**Owner not responsible for deductible relating to water escape damage. However, special conditions imposed respecting owner's selection of tenants.**

Damage was caused to a number of units and to common property when water escaped from a waterline. The water line had been punctured by a bullet. The water line was located in a unit adjacent to Unit 205. Unit 205 was

owned by the defendant, and occupied by the defendant's tenants. The condominium corporation believed that the bullet came from Unit 205.

The damage was covered by the corporation's property insurance, subject to a deductible of \$5,000. The condominium corporation sought to recover the deductible from the owner of Unit 205.

The Court said:

*"There are several theories advanced as to the source of the bullet that caused the damage, but in my opinion none is more preferable than the other."*

The Court could not say who was to "blame" for the bullet or the resulting damage. The Court accordingly said that "there would have to be either legislation or condominium by-laws that would impose strict liability in circumstances like this" in order to hold the owner responsible for the deductible. The Court said that there was no such legislation or by-law in this case, and accordingly held that the unit owner was not liable for the \$5,000 deductible.

In its application, the condominium corporation also requested restrictions or conditions upon the owner's selection of tenants. The Court

agreed to grant such an order. The Court said:

*"I am satisfied from the evidence as a whole that the respondent has not exercised due diligence in his selection of tenants. The incidence of notice violations and smoke violations and police intervention with occupants of the respondent's premises far exceeds the average of such incidents with other unit holders that are tenant-occupied."*

The Court granted an order, which included the following:

- Tenant applications received by the owner must be forwarded to the condominium Board for approval or rejection within the Board's reasonable discretion;

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### The owner must immediately evict any tenant upon written request from the Board

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- The owner must provide copies of the condominium's By-laws to all approved tenants;
- The owner must immediately evict any tenant upon written request from the Board (where the Board concludes that there has been a violation of the condominium's By-laws).

## ONTARIO CASES

**Metropolitan Toronto Condominium Corporation No. 1143 v. Li Peng (Ontario Superior Court of Justice) (January 22, 2008)**

### **Condominium corporation obligated to resolve disagreement through arbitration**

The condominium corporation commenced a court application (pursuant to Section 134 of the *Condominium Act, 1998*). The corporation alleged that the owner and other occupants of the unit had conducted themselves in a loud and dis-

turbing manner in contravention of the corporation's Declaration, and had brought a dog into the building in contravention of one of the corporation's rules. The owner denied that there had been any loud or disturbing behaviour. The owner admitted to having a dog in the unit, but stated that the dog remained in the unit only for a week and was removed immediately following the corporation's initial warning letter.

The key question for the court was as follows:

*Does the dispute between the parties constitute a "disagreement" within the meaning of Section 132(4) of the Condominium Act, 1998, thus triggering mandatory mediation and arbitration contemplated by that section?*

The Court's answer was "yes". The Court said that mandatory mediation and arbitration applies to "disagreements about the validity, interpretation, application, or non-application of the Declaration, By-laws and Rules". The Court said that the issues raised in this case are "issues involving the interpretation and application of the corporation's Declaration and Rules", and accordingly constitute a "disagreement" within the meaning of Section 132(4) of the Act.

The Court also noted that the above conclusions appeared to be supported by the fact that the corporation's legal counsel, in its initial letters to the owner, made reference to mediation and arbitration. The owner did not respond to those initial letters, and the Court agreed that mediation accordingly was "not available". But this did not entitle the corporation to commence a Court application, because arbitration was nevertheless available. The Court noted that the corporation could pursue arbitration even if the owner failed to participate in the arbitration process.

The Court application was accordingly dismissed and costs were awarded to the owner.

**Toronto Standard Condominium Corporation No. 1703 v. 1 King West Inc. (Ontario Superior Court of Justice) (April 3, 2008)**

### **Additional discovery and production rights arise when condominium corporation sues on behalf of owners**

The condominium corporation asserted a claim on its own behalf and on behalf of the owners, seeking damages of \$20 million for alleged deficiencies in both the common elements and the individual units. The Court said that, in cases where a nominal party (in this case the condominium corporation) asserts a claim on behalf of a beneficiary (in this case the unit owners), the Rules of Court [Rule 31.03(8)] give the defendants a right to examine the beneficiaries for discovery. Furthermore, the Rules of Court place an obligation upon the nominal party to produce relevant documents which are in the possession, control or power of the beneficiary [even if those documents are not in the possession, control or power of the nominal party].

The Court accordingly ordered the condominium corporation to produce agreements, completion certificates, and negotiation correspondence from each unit owner relating to the alleged deficiencies. The Court said that those documents "are relevant, and the request for those documents is not abusive, onerous, or otherwise improper." The Court did not order the condominium corporation to produce various other documents sought in the notice of motion (but said that the defendants might have the right to make a further request for production of those other documents based upon additional evidence that may be revealed during the Court process).

**York Region Condominium Corporation No. 772 v. Lombard Canada Ltd. (Ontario Court of Appeal) (April 14, 2008)**

### **Insurer unsuccessful on appeal**

The condominium corporation obtained judgment against a contractor for damages resulting from



the contractor's defective work. Lombard was the contractor's insurer, under a comprehensive liability insurance policy. At the lower Court, Lombard was found to be liable under its insurance policy. [See Condo Cases Across Canada, Part 18, May 2007.]

Lombard appealed to the Ontario Court of Appeal. The Appeal was dismissed. The Court of Appeal held that the foundation damage was damage to "third party property", rather than damage to the contractor's "own work". The Court of Appeal also concluded that the damage resulted from an "occurrence" under the terms of the policy. The Court of Appeal accordingly held that the damage was covered by Lombard's policy.

## MANITOBA CASE

**Winnipeg Condominium No. 30 v. The Conserver Group Inc. (Manitoba Court of Appeal) (February 15, 2008)**

### Limitation period extended

The condominium corporation's application for leave to commence an action after the expiry of a limitation period was dismissed by the lower Court. The condominium corporation appealed to the Manitoba Court of Appeal, and was successful on appeal.

The condominium corporation sought leave to commence a Court Claim in relation to damages to its heating and cooling system. The condominium corporation alleged that

the damages were the result of mistakes made by the engineering firm that provided mechanical design services and by the contracting firm that performed the actual remedial work to the heating and cooling system. The Manitoba Court of Appeal agreed that the condominium corpo-

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The east side of the condominium building is subject to excessive heat generated by sunlight.

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ration did not have "knowledge of material facts of a decisive character" upon which to base the action until less than twelve months prior to the condominium corporation's application. The corporation was accordingly granted leave to commence the claim.

## OTHER ALBERTA CASES

**Condominium Plan 7722911 v. Marnel (Alberta Court of Queen's Bench) (March 25, 2008)**

### Owner ordered to remove window tinting

The east side of the condominium building is subject to excessive heat generated by sunlight. The respondent owner accordingly suggested that the Board consider coating the windows of the condominium with a film as a solution to this problem. The Board did not decide to coat all win-

dows, but decided to allow the respondent to install a clear film on the east windows of her unit, at her expense. The respondent then asked that the Board approve a "Solar Bronze film", which is slightly darker and bronze-coloured, because "the heat generated by the sun would be cut by a much greater degree" by such tinted film (as opposed to clear film). The Board refused the request for bronze-tinted film on the grounds that the tinted film would compromise the external visual integrity of the building. The respondent nevertheless arranged for the installation of the Solar Bronze film, because the installation firm told her that the film could be removed if necessary.

The Court said that the respondent's actions contravened the corporation's By-laws, which prohibited any alterations to the exterior appearance of the building. The respondent was ordered to remove the bronze-tinted film.

**934859 Alberta Inc. v. Condominium Corporation No. 0312180 (Court of Queen's Bench of Alberta) (October 24, 2007)**

### Condominium corporation had not acted unfairly. Condominium corporation successful on appeal

The lower Court (Master) had determined that the condominium corporation had failed to allocate expenses fairly [see Condo Cases Across Canada, Part 16, November 2006]. The condominium corporation appealed the Master's order, and was successful on appeal. The appeal judge concluded as follows:

• “I note that the hearing before me is a *de novo* hearing. The evidence on which the learned Master relied for his decision was, in my view, incomplete and in respect of some material and important aspects incorrect. Substantially more information and evidence has been placed before me. As well, the submissions of Condo Corp. were more expansive and not substantially limited to a jurisdictional question.”

• “A review of the cases submitted indicates that a Court should defer to elected boards as a matter of general application... a Court should not lightly interfere in the decision of the democratically elected board of directors, acting within its jurisdiction, and substitute its opinion about the propriety of the board of director’s opinion unless the board’s decision is clearly oppressive, unreasonable and contrary to legislation.”

• “... the evidence does not establish or demonstrate that there has been any improper conduct on the part of Condo Corp. or the board of directors. In my view neither the Condo Corp. nor the board of directors have unfairly disregarded the interests of 934859. Nor have they conducted the business affairs or exercised powers in a manner that was oppressive or unfairly prejudicial to 934859 or to the other first floor owners. In the result, the application of Condo Corp. is granted and the order of the learned Master is set aside.”

## B.C. CASES

**Sidhu v. Owners Strata Plan VR1886 (Supreme Court of British Columbia) (January 24, 2008)**

### **Modifications not approved by strata corporation**

The plaintiff operated a dry-cleaning business out of three of the strata lots. He had made various renovations (including modifications to common property) which he said had been authorized by the strata council. The strata corporation said that it had never given more than agreement in principle and that final agreement was subject to review of all

drawings and permits for the proposed work.

The plaintiff sued for an injunction to prevent the strata corporation from withdrawing its approval, or alternatively for damages resulting from such withdrawal.

The Court found in favour of the strata corporation. The Court agreed that the modifications were never finally approved. The Court also noted that some of the modifications violated the by-laws of the strata corporation and the standard by-laws of the *Strata Property Act*.

The Court accordingly made various orders for a detailed disclosure and review of the modifications and for approval and/or reversal of the modifications. The Court also made orders for recovery of costs incurred by the strata corporation, but did order a reduction of fines imposed by the strata corporation.

**Shaw Cablesystems Limited v. Concord Pacific Group Inc. and Novus Entertainment Inc. (Supreme Court of British Columbia) (August 9, 2007)**

### **Statutory easements in favour of strata lot owners do not entitle owners to install new services**

Shaw challenged Concord’s policy of refusing to allow Shaw to install telecommunications infrastructure in strata properties developed by Concord. Shaw relied upon the statutory easements “through the common property” in favour of each strata lot owner contained in Section 69(1)(b) of the *Strata Property Act*.

The Court said that Section 69(1)(b) simply confirms that each strata lot has a right to benefit from the services selected by the strata corporation, but not a right to arrange for installation of new facilities through the common property.

**Smith v. The Owners, Strata Plan VIS4673**

### **Court considers validity of By-law reducing assessment for unimproved strata lots**

While the developer owned the bulk

of the strata lots, the strata corporation passed a By-law which purported to grant a 50% reduction of the semi-annual assessment to any owner, including the developer, “that is the registered owner of three (3) or more strata lots that have unimproved private yard areas.” This By-law remained in effect for several years, resulting in estimated reductions of strata fees (for certain owners – including the developer) totaling approximately \$60,000.

The petitioners, being the owners of some of the strata lots, sought an order that the By-law be declared invalid and that the strata council be directed to collect the “lost” fees.

About two weeks following the filing of the petition, at the corporation’s 8th Annual General Meeting, a motion rescinding the By-law was carried. But, at the same meeting, a motion “that council be directed to pursue the alleged issue of underpaid strata fees” was defeated.

The Court offered the non-binding opinion that the By-law was void because it contravened both the former *Condominium Act* and the *Strata Property Act*. The Court said, however, that the issue of the validity of the By-law should not be decided by the Court, because the issue is moot. The By-law had been rescinded. Furthermore, the owners in a general meeting had voted not to seek recovery of the lost strata fees, and “no evidence was presented to show that the attitude of the majority of the owners has changed since that meeting”. The Court accordingly held that “the decision of the Court will not have the effect of resolving some controversy which affects or may affect the rights of the parties”.

*James Davidson, LL.B., ACCI,  
FCCI, Nelligan O’Brien Payne LLP,  
Ottawa, ON*

## Toronto Chapter

The Toronto and Area CCI Chapter had an extremely busy spring session – holding numerous courses and other events. All three levels of CCI courses – the Condo 101, Basic and Advanced Course were offered in the spring and attendance at all three course offerings was strong. Our thanks and appreciation is extended to the numerous volunteer instructors participating in these courses.

A session on Asbestos Management Plans was arranged by CCI and was presented at the 2008 Springfest show by Dr. Gina Cody and Robert Reid both from Construction Control Inc. CCI Toronto also participated as an exhibitor in the trade show area of Springfest, where volunteers Robert Buckler, Bob Girard and Gina Cody met with many delegates who were interested to learn more about CCI.

CCI Toronto hosted a Networking Dinner on April 12th at the Novotel Hotel in North York. The event, which drew over 40 condo Presidents and Board members, offered lively discussion the concerns, success stories and challenges of various condominium corporations.

The other highlight of the 2008 spring season was the CCI National semi-annual meetings and conference held this year in Vancouver. The Toronto and Area Chapter was well represented with several directors attending the educational sessions and numerous networking opportunities the event offered. CAI, the US counterpart to CCI also hosted a conference in the spring



of 2008 – in Orlando Florida. CCI Toronto was fortunate to send several delegates who learned about the latest trends, ideas, and developments in the US condominium market.

Planning for the 12th Annual CCI-T/ACMO conference is in full swing. Mark your calendars now for this year's conference "Our Condominium Community - Building Better Values" taking place on Friday October 31st and Saturday November 1st, 2008. Visit the conference website at [www.condoconference.ca](http://www.condoconference.ca) for full details.

*Lynn Morrovat, CCI Toronto and Area Chapter Administrator*

## Ottawa Chapter

On the Administrative side, this office has been busy; the annual membership renewals are being received *en masse* at the time of writing. We acknowledge and appreciate the continued support of all of our members as it has been an interesting year to say the least. Membership in the Chapter continues to be on the rise and many of the new condominium developments in Ottawa are joining up as well.

The final details related to the third Director's Course offered during the past year are just about complete. There has been such a demand for the Director's Course that an extra course was offered to catch up with an ever growing waiting list. This year 180 attendees were registered for one of the three weekend courses offered.

This fall, the Chapter will introduce a one-day Level 100 Course in October, followed by a two-day Level 200 weekend course in November.

The Chapter's Annual General Meeting is scheduled for Saturday, October 25th.



And, the Chapter Office has moved. After nearly six years working out of my home, it became necessary because of the growth of the Chapter to move locations. The move does not affect the mailing address as the mail will continue to go to the post office box. It also does not affect the telephone/fax numbers or the e-mail address.

*Liz Dowd, Administrator, CCI Ottawa Chapter*

# chapter CHATTER

## Nova Scotia Chapter

As spring moves toward summer CCI Nova Scotia is keeping up with ongoing events. As I write this, we are getting ready to attend one of the 'open forum' sessions on Municipal Tax Reform that the Halifax Regional Municipality is holding. Reform is in the air and I'm hopeful that any changes that affect the way condominium corporations are taxed will quickly spread to other communities in Nova Scotia. If what the tax reform committee recommends comes to pass then condo corporations in the municipality of Halifax will be taxed at 60% of the rate for single family homes. In fact the municipality is going to treat them the same as multiple unit rental buildings, a big improvement over the current practice.

On April 19 CM200 was presented with Pat Cassidy once again taking the lead with Board members, vice-president Dan Dan Galetti (property manager with Merit) and Tony Hall (of Podium Property Management) ably presenting ably presenting the material in an interesting and enjoyable way. Our venue for this seminar was one of the Executive boardrooms in the Sobey building at St Mary's University with a buffet luncheon contributing to a wonderful day.

On May the 6th the final seminar in the 07-08 year was conducted as an evening session in the auditorium of Nova Scotia Association of Realtors at Scarfe Court when Pat Cassidy conducted 'Human Rights in Your Condo Corp'. This interesting



and eye opening talk was based on the National Symposium on Human Rights held in Toronto last November and was very much enjoyed by the audience.

We've set the date for our Annual Meeting in September and are preparing our summer newsletter for publication. With the break from meetings coming up after our June board meeting, preparations for nominations to the board will be on our mind as we look to our membership to select some fresh faces and enthusiasm to add to the mix. It's been an interesting and informative year and everyone has worked so hard to accomplish our goals. What a great team we have!

*Norma Cameron, President, CCI Nova Scotia Chapter*

## Golden Horseshoe Chapter

The summer months have finally come to the Golden Horseshoe Chapter of the CCI. Given the winter we all shared it was a welcomed surprise to finally watch the spring snow melt into the summer sun. Despite the well earned sunny days, the Golden Horseshoe Chapter has been very active, and has many exciting plans ahead. The Level 100 courses were held on April 5th, 2008, in Kitchener and in Burlington on April 12th, 2008. Both sites enjoyed strong attendance and the chapter is deeply appreciative to the guest speakers that provided their time. Not to be forgotten was Mark Shedden's patented diagrams, and complicated multi-page hand drawn diagrams, which were enjoyed by all. Looking forward, the Golden Horseshoe Chapter will be having its annual general meeting on September 18th, 2008 at the Royal Botanical Gardens. Following the annual general meeting, the chapter is delighted to be hosting a legal forum entitled "Staying out of Court". Registration and details will be posted on our website soon at: [www.ghcci.org](http://www.ghcci.org). The Level 200 programs shall be held in Kitchener and in Burlington both on October 18th & 25th, 2008. Any members wishing to propose a topic or speak at either are welcome to submit their ideas. Finally the chapter is



working proactively with the City of Burlington to review the municipal taxation of condominiums. Led by CCI President Kim Coulter, the City of Burlington staff are currently considering a full financial review for Council's consideration. Great work Kim!

More to follow and enjoy the warmer weather.

*Robert Mullin, GHC Board of Directors,  
Golden Horseshoe Chapter*

## Windsor-Essex County Chapter

As we are about to come to a close for the 2007-2008 membership year, our plans are already underway for an exciting 2008-2009 membership year. We are scheduling more great events. In particular, the "911 Now What" Condo Comedy Skit with live actors will be a most entertaining way to learn about condominium living. We are also excited about our new extended expert panel for our always popular "Ask the Expert Seminar". There will be more experts featured than ever before. The "Ask the Expert Presentation" will be combined with our Annual General Meeting scheduled for Wednesday evening on October 22, 2008. Stay tuned for more details on these upcoming events for what is sure to be a vibrant 2008-2009 membership year. We are grateful to our members for the continued support and to our excellent Board of Directors for making such a successful year possible with a great year ahead.

Our 2008-2009 Membership Drive is on! Please renew your membership now to ensure that you receive a full year of benefits starting July 1, 2008. Membership has its benefits, including Mandatory Continuing Education (MCE) Credits for real estate professionals. Our local website and Chapter, known to condominium communities throughout Canada, can provide links to your business and we would encourage you to take advantage of this marketing service. There are great advertising opportunities for our business and professional members in our



Directory and Newsletter circulations, as well.

We would also like to hear your ideas for seminar topics and other issues that affect your condominium. For more information on how to become a member of the CCI Windsor-Essex County Chapter or to become more involved in our Chapter, please call **519-978-3237** or visit our website at [www.cci.ca/Windsor](http://www.cci.ca/Windsor).

*Andrea M. Thielk, BA, LLB, JD, ACCI (Law)  
President, CCI Windsor-Essex County Chapter*

## Manitoba Chapter

It has been a busy spring for the Manitoba Chapter. Several members of the Manitoba Chapter travelled to Brandon, Manitoba's second largest city, and hosted a one day symposium entitled "The Condominium Director's Overview". The symposium was a well attended, a testimony to the growing condominium community in Brandon, Manitoba. In other education news, our education committee remains hard at work and hosting a series "Lunch and Learn" seminars throughout the year. As well, the Manitoba Chapter continues to distribute it's newly published "Condominium Guide Book" a 32 page Guide Book aimed at giving basic information about condominiums to unit owners and purchasers of condominiums.

Our legislative committee continues to work with the Provincial Government towards changes to the Condominium Act. While comprehensive changes are a ways off still, we are hopeful that the spring session of the legislature will see changes with respect to warranties and phasing.

Our newsletter committee remains hard at work and continues to put out consistent quality newsletters.



Finally, the Manitoba Chapter is looking into hiring a part time Administrator. Thus far, in our chapter's history, all of our operations have been run by volunteers, but with the growth of our chapter and of the condominium community in Manitoba it is becoming more obvious that we need the services of an Administrator. Look for exciting things to come!

*Doug Forbes, President, CCI-Manitoba Chapter*

## chapter CHATTER

### Newfoundland and Labrador Chapter

We wait a long time for Spring to kick in in this part of the country and when it does we really get excited. Although we have not yet experienced the “tropical” temperatures that some of you may have in other parts of the country, there is occasionally a welcome warmth in the wind. We should not be too critical as our colder temperatures this time of year may be attributed, in part, to the beautiful icebergs that have visited our shores. This year has been especially good for iceberg watchers. I have watched from my office window as several smaller bergs have drifted past the Narrows of St. John’s Harbor. There have been dozens more in the bays and coves around our capital city.

Personally, I just arrived back from CCI National’s semi annual meetings in Vancouver (another spectacular area of the country). Congratulations to the Vancouver Chapter for putting together a fantastic event. The wine tasting, harbor dinner cruise and Grouse Mountain dinner were great. I was also pleased to meet so many Vancouver Chapter members and directors who attended the weekend Chapter seminar.

On May 28, CCI Newfoundland and Labrador held what we hope will be the first of many luncheon seminars. An excellent hot meal was served which was a hit with all of our members who attended. Our guest speaker was Constable Kevin Foley of the Royal Newfoundland Constabulary. Constable Foley gave a great presentation on safety and security issues for condominium owners and directors. He discussed such things as building and unit access, theft, vehicle security, identity theft and personal safety. His presentation sparked many questions from our members and I think everyone took some valuable information from the session. He assured our members that the St. John’s area is generally safe but that individuals should be aware of the risks that are out there and should take some common sense precautions.



Riding on the success of this luncheon seminar, we hope to arrange similar events in the future. We have asked our membership to provide us with suggestions on seminar topics they would like to see.

We are currently exploring the possibility of developing a Chapter website with the assistance of CCI National. This is a very exciting prospect for us as it will allow us even greater access to our existing members and to potential new members. We will also be able to provide information and notices to our members which can be accessed at their convenience.

With tips and advice from our friends in other chapters we are also planning to develop our own chapter newsletter. There are many great CCI information articles out there that we feel would be greatly welcomed by our members. We hope that this will be yet another way that we can serve and educate those in our chapter.

Well, with that, I will sign off. We have a lot of work to do to bring these big plans together. To all our CCI friends across the country, we wish you a safe and happy summer.

*Geoff Penney, President, Newfoundland and Labrador Chapter*

### North Alberta Chapter

Spring at CCI North Alberta has been busy. We have been dealing with numerous changes as well as keeping up with our schedule of courses for 2008. We now welcome Ruth Johnston to our office. She is new to CCI business and is very enthused to work for us. We are pleased to have her as a first impression look of CCI-NAC.

We have held our CM 100, 200 and 300 which were well attended. We also held a very successful Hot Topics/Legal Cases in which several of our local lawyers spoke on Disaster Planning, Condominium Rentals, The Maintenance Gap, Arbitration vs. Litigation, Insurance Deductibles, and Condominium Regulations. We sincerely thank all of the contributors for their hard work.

The North Alberta Chapter covers area from Red Deer in central Alberta to the Northern border and there has been a lot of need for education in our outlying areas. We have now officially ventured out of Edmonton and just presented our first CM100 in the booming city of Fort McMurray. It was a smaller crowd which led to a lot of question and answer time. The next venture will be in July to the western side of the province at Grande Prairie where the CM 100 will be presented. Northern Alberta has a large condominium market that is very much in need of CCI Education and we look forward to expanding our education schedule on a regular basis.

*Lynne Spero, President, CCI North Alberta Chapter*

## North Saskatchewan Chapter

We have been pleased to offer 2 seminars over the last several months, and launched our web-site – [www.nsccl.ca](http://www.nsccl.ca) – progress in-deed. In November 2007 we had a panel format seminar on a variety of topics, and then on May 5th, 2008 we brought in Deborah Howes (former CCI National President) from Edmonton to speak on Mediation and Arbitration Dispute Resolution. **We had over 200 participants to each seminar!**

Part of the success of our latest seminars has been interest from our local newspaper (Saskatoon Star Phoenix) in our mandate. They have run two cover stories in the weekend home section to coincide with our seminars; this has sparked tremendous interest. As a result of this interest, we have several individuals expressing strong interest in joining our local Chapter Board.

We expect more interest in the local Chapter and our offerings (seminars and newsletters) in the near future as the conversion boom continues here in Northern Saskatchewan. The apartment vacancy rate is at below 1% across the City of Saskatoon, and other northern centres such as Prince Albert are seeing similar



scenarios. We have 1142 conversion units either in the market or soon to be coming to the market. With these new condominium complexes we are seeing the need for education as paramount as unfortunately the flow of education is not able to keep up with the pace of conversion.

*Chetan Thakore, President, North Saskatchewan Chapter*

## Huronia Chapter

CCI Huronia has experienced a steady year and we are looking forward to an exciting year of growth for 2009. The condominium market in the Huronia area is showing no signs of slowing down anytime soon and our challenge is clear: *"how do we achieve successful communication with all of our new neighbors?"* We are working on new marketing initiatives for the fall.

The last several months our board has been busy with many initiatives including our newsletter, our six-night director's course and a very successful President's Club featuring Gerry Hyman, condominium lawyer and columnist for the Toronto Star. The President's Club continues to grow with the relentless work of Sonya Knauff and Jon Juffs. We have completed a series of Risk Management Protocol seminars in the north of our region and achieved new memberships through this initiative, thanks to Bob Skeaff, Huronia director.

Huronia was fortunate to have three representatives, myself as a National Director and two board members, Shari Davidson and Bob Skeaff, at the May semi-annual conference in Vancouver. The chapter workshop was particularly successful, with a wealth of information provided on growth, successful ventures, concerns and challenges from each Chapter across Canada. We will be using an enormous amount of this information for our growth and planning through 2008 and 2009.

Our AGM will be held upon the Serendipity Princess on September 5th, at 6:30pm, leaving the dock by 7pm. We



have invited this years volunteer speakers, that have provided their wealth of knowledge at our courses throughout the past year and we will be thanking our fantastic sponsors as well. This years AGM and boat cruise will be particularly exciting as we have booked a larger band and have already commenced advanced registration.

The first order of business after our AGM will be our third annual, new board planning session, held the end of September and we will be using knowledge gained through this years initiatives and the semi-annual conference to increase our membership and expand our services to our members.

*Michele Farley, President, CCI Huronia Chapter*

# chapter CHATTER

## London & Area Chapter

Another year gone by; it was a good year filled with excellent assistance by our Condominium Course instructors, seminar presenters, writers and Condominium Round Table participants. We thank them all for their continued support and contributions to the ongoing education of condominium owners and contractors.

And so, we begin planning for our 2008/2009 calendar of events and seminars. As always, your suggestions for Seminars and Condominium Round Table discussions are most welcome. Email them to the administrator [ccisw@cci-sw.on.ca](mailto:ccisw@cci-sw.on.ca).

A location change for our Condominium Round Table discussions is under review. As the group is now on hiatus until September 10th more information will be available at a later date. The committee has put a lot of time into making this a viable forum for directors of condominium corporations to meet and discuss common issues that affect the daily operations of their condominium. We appreciate the support of all the directors who attend to learn and share how to deal effectively with so many issues.

Already we have interested directors from condominiums across the area signing up for our annual 2-day Condominium Course and we certainly thank them for their interest and encourage all who are new to making decisions on behalf of owners in the condominium communities to participate. Deadline for registration is October 11th. Registration forms are available on the website [www.cci-sw.on.ca](http://www.cci-sw.on.ca) or via an email request to the administrator.

Our year of learning was completed by our annual "There are no stupid questions!" seminar. Our sincere thanks go to Brian Bovan, Michael Lamb, and Barry Scott our legal experts who covered a wide range of condominium issues, including tenant issues (whether a Condominium can prevent occupancy by



tenants or control the number or type of tenants); insurance responsibilities, standard unit by-laws; insurance appraisals; reserve fund studies; smoke alarms; and identifying dangerous activities on the property; and to David Sanders who addressed the current state of Section 132 as it relates to mediation and arbitration for condominium. As always, the Q & A that followed was interesting and informative.

The membership renewals were forwarded to all contact persons on record and we sincerely thank those who have made their membership renewals a priority.

On behalf of the Board of Directors, may you all have a safe and most enjoyable summer! We look forward to seeing you at our future events, to participate in any way you might choose.

*Trish Kaplan, Administrator, CCI London & Area Chapter*

## South Saskatchewan Chapter

I write to you from Regina, only a day after getting home from Vancouver and the 2008 Spring Conference. Vancouver Chapter did an excellent job and I had a really good time in Vancouver. There is so much to see and do there.

South Saskatchewan's seminar series has wound up for the year. Our last seminar was on gardening in limited spaces - on balconies and in small back yards, as so many condo owners must deal with.

Our annual fall conference will be held on Saturday, October 4 at Queensbury Downs at Ipsco Place, Regina. Janice Pynn of CCI Toronto will be speaking on her experiences as a property manager in Canada's largest condominium market. With Regina's booming economy and aggressive growth at the moment, peeking at Toronto from afar may give us a taste of the future of our condominium market (even if the scale does not quite ramp up to Toronto's!).



We will have the speaker schedule fully fleshed out soon.

Have a great summer!

*Jim MacKenzie, President, CCI South Saskatchewan Chapter*

### Vancouver Chapter

Well, a lot has happened since our last edition of Chapter Chatter! As you know, CCI Vancouver hosted the May 2008 CCI Spring Conference. What took over a year of planning and organization was all over in just over 3 action-packed and fun-filled days (and nights!). On Wednesday, May 21, our chapter welcomed our guests and delegates to a wine-tasting hosted by one of our chapter members, BFL Canada. Marta Chiavacci, who happened to have been awarded Sommelier of the Year in Italy for 2007, wowed us with her knowledge and expertise while we sampled some of B.C.'s finest wines! I think it's safe to say that a good time was had by all.

While the CCI National Board conducted its board and committee meetings, CCI Vancouver was putting the finishing touches on the harbour dinner cruise planned for May 22. About 3 hours before we were ready to "set sail", the sun, which had been alluding us for much of the day, made an appearance and stayed with us as we cruised east down Burrard Inlet and into Indian Arm. Approximately 87 guests participated in the "3 hour cruise" and once again, by all accounts, everyone seemed to thoroughly enjoy the weather, the views and the socializing.

On Friday night, 75 + guests enjoyed the views and the scenery from atop Grouse Mountain. While the weather was not as glorious as it was during the harbour dinner cruise, there was plenty to see and do both before and after feasting on a gourmet meal served at the "Peak of Vancouver".

On Saturday, May 24, CCI Vancouver hosted a three-part seminar which was attended by over 70 guests. Mike Van Dusen and Kevin Grasty of Halsall engineers educated and intrigued us with their knowledge and advice regarding building envelopes and building maintenance. The podium was then turned over to Jim MacKenzie, a National board member and one of our own members, Paul Duchaine of BFL Canada, who proceeded to tell us the importance of knowing why we need insurance, who to talk to in order to get the proper insurance coverage and what to do in order to insure a strata corporation has proper insurance coverage. A sit down lunch followed their presentation and while members of the audience finished off the last of their lunch, a 5 person legal panel comprised of Shawn Smith, a CCI Vancouver member, Ron Danks from Hamilton, Don Kramer from Edmonton, Geoffrey Penney from St. John's, Nfld. and Rob Giesbrecht from Manitoba regaled us with funny and not so funny legal cases and anecdotes for the better part of an hour!

CCI Vancouver has a small but active board of directors. It took a lot of hard work and planning to host the May 2008 CCI meeting but we did it! Thank you to Christina Garson, Jim Allison and Louis Cotsiris.



Our board would like to thank each and every one of our out of town guests who traveled to Vancouver for our event. We would also like to thank all of our sponsors, who are listed below, for their financial and moral support! Without their support, the event would not have been a success.

Thanks to: CCI Toronto and Area, CCI North Alberta, CCI Golden Horseshoe, CCI National, Home Owner Protection Office, Halsall Associates, Access Law Group, BFL Canada, Phoenix Restoration, Berris Mangan Accountants and Suncorp Valuations.

In our "spare" time, our chapter has been diligently working toward implementing a marketing program aimed at growing our chapter and branding our chapter as the "Voice of Condominium" in Vancouver and the Lower Mainland. We are confident that this program will greatly assist the growth and vitality of our chapter!

Last but certainly not least, we would like to give a big thanks to Taylor Enterprises and in particular, Alison Nash and Diane Gaunt for all their hard work behind the scenes with the event registration and coordination! Thanks Alison and Diane!

*Jamie Bleay, LL.B., President, CCI Vancouver Chapter*

**Mark Your Calendars Now!**

**2008 CCI/ACMO Conference**

**October 31 - November 1**

**"Our Condominium Community  
– Building Better Values"**