

Volume 29

CONDOCONTACT

CREATING A VIBRANT, WELL-INFORMED EASTERN ONTARIO CONDOMINIUM COMMUNITY

WAITING FOR
AMENDMENTS
ABOUT RESERVE
FUNDS AND
RESERVE FUND
STUDIES



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Volume 29

CONDOCONTACT

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Nancy Houle, LLB
President, CCI Eastern Ontario
Lawyer/Avocate
Davidson Houle Allen LLP

As we enter the fall season, we seem to be moving toward some semblance of normalcy (or at least less confusion) surrounding COVID, and health and safety protocols, in our condo communities, our common elements, and even our personal spaces. With the ever-changing pandemic reality, I'm reminded of one constant (or relative constant):

The Condominium Act, 1998

This Act, and the ongoing updates (including the creation of the CAO, CMRAO, and the CAT in recent years) provide a context for the existence of organizations like the Canadian Condominium Institute, and by extension each one of our local chapters.

Condominium living is a unique form of home ownership as it mingles a version of personal ownership with a version of a shared common interest – both of which condo owners must navigate for a rewarding condo experience. Since March of 2020, there have been many adjustments that even the most seasoned condominium owner may have had trouble embracing – most specifically being the constant changes or limitations impacting private and public spaces.

I am highlighting this issue as CCI-Eastern Ontario (CCI-EO) is proud of the advocacy and education efforts that all members of our chapter have undertaken as we have navigated this pandemic together. Board members, property managers / management companies, condominium members, and other industry members have pulled together to provide valuable education, insight, and resources to support condominium owners navigating condo-specific challenges in these unique times.

As we hopefully start to move towards post-pandemic realities, we continue to look for new and innovative ways to deliver quality content through each volume of *Condo Contact*, our webinars, events, and other opportunities.

To assist CCI-EO in being the best chapter, I am asking you, our members, to share your drive and passion for condominiums by becoming involved with the Eastern Ontario Chapter through volunteerism (event committees, social media, *Condo Contact*) or by putting your name forward during our next election as a director of CCI-EO. [See page 18 for details on our upcoming AGM!]

I'm excited for our Fall 2021 webinars, AGM, and education plans, and I look forward to seeing each of you on our shared screens in the coming months!

And one last request on behalf of your current Board of Directors for our chapter and your other fellow members:

Please share your CCI experiences with your neighbours, Board members, and others that you think may benefit from membership at CCI-EO. Our greatest opportunity to grow and build our membership within Eastern Ontario is through each one of you!

Sincerely,
Nancy Houle, President CCI-EO

CCI Eastern Ontario Chapter

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Fall has arrived! We continue to hope that all our members are doing well and staying healthy.

This edition of *Condo Contact* focuses on repair, maintenance, and reserve funds. The past year and a half has thrown condominium communities (and society as a whole) into a bit of a tailspin. There has been a big impact on construction projects and reserve fund planning. Our articles focus on:

LEGAL: RESERVE FUNDS – WAITING FOR AMENDMENTS ABOUT RESERVE FUNDS AND RESERVE FUND STUDIES

Jim Davidson's article looks at the awaited changes to legislation respecting reserve funds and reserve fund studies along with the need for reserve fund planning.

A REAL ESTATE PERSPECTIVE ON RESERVE FUNDS

Michael Lewicki provides a real estate agent's perspective on the benefit of keeping up with repair and maintenance and ensuring your condominium has a healthy reserve fund.

SPECIAL ASSESSMENTS – A DIRTY WORD

Cindy Johnston talks about dreaded Special Assessments and how to manage them.

INCREASING COSTS AND INTERRUPTIONS IN THE SUPPLY CHAIN

William Shin discusses the impact the disruption has on condominiums and moving forward (now that some prices are coming down).

IN THIS ISSUE, WE ALSO HAVE THE FOLLOWING FEATURES:

- CCI National Update;
- Management Advisory Council profiles – let's get to know some of the members;
- Editor's summary – an information round-up of webinars and articles from CCI National and other chapters.

We hope that you enjoy this edition of *Condo Contact*!

Don't forget, if you have a burning question, submit it for our next edition of Q & A.



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RESERVE FUNDS



Michael Lewicki,
Broker, Solid Rock
Realty

Purchasing residential real estate provides a buyer with many opportunities to review the things that matter most to them: size of the living spaces, access to local amenities, the type of heating and cooling systems, and numerous other items that help the buyer to decide to make an offer on one property over another.

There are numerous additional considerations when buying a condominium unit: the Declaration, by-laws, and rules that govern the community; amenities; the upkeep of the common elements; the status certificate; and so on.

One thing that can be misunderstood when purchasing a condominium unit is why the reserve fund matters, what its purpose is, and why a buyer should ask questions about it.

Those of us who live and work in the condominium community hear about and discuss reserve funds on a regular basis, yet many people don't consider how consistent and attentive review of the reserve fund and reserve fund study by condo directors and managers plays a key part in the marketability of a condo unit to a potential buyer.

The common elements are seen and enjoyed by unit owners, whether they be the greenspace, party rooms, or common hallways, laundry, etc. These spaces and their upkeep are taken into account by those looking to buy a particular unit within that building or condo corporation.

Delays in common element maintenance, repair, or replacement can not only be costly for future fee increases or special assessments, but they can also affect future valuations of the individual units when an owner looks to sell. Similar to purchasing a detached freehold house

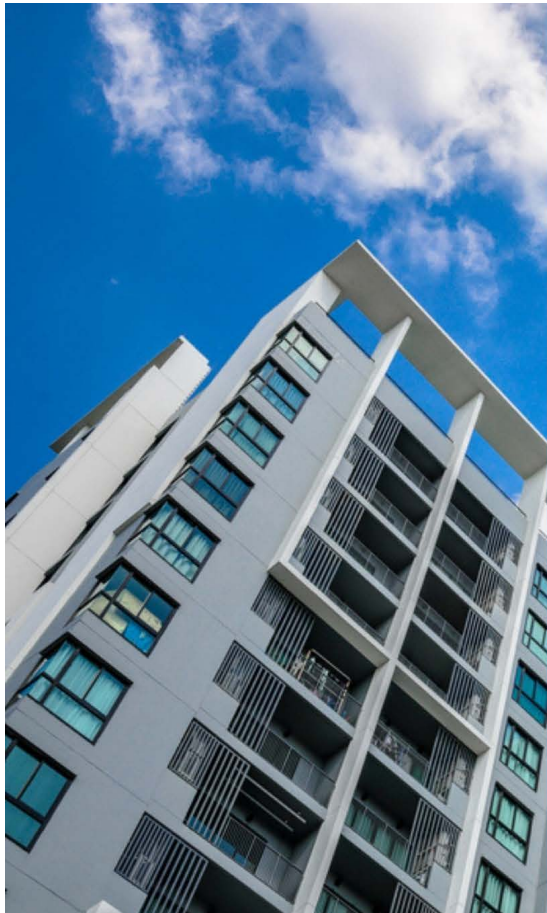
that has obvious signs of neglect (curling shingles, hanging siding, or an old HVAC), the price that a buyer will consider paying is weighed against the other properties that have sold in the area and what condition they were in. The same thought process can be undertaken by a prospective buyer and comparing it to the physical appearance of the unit and the common element spaces.

One thing that can be misunderstood when purchasing a condominium unit is why the reserve fund matters, what its purpose is, and why a buyer should ask questions about it.

One of the greatest benefits of condominium living is the reserve fund, as it creates a formal process for saving and planning to ensure the brick-and-mortar portions of the condo community are cared for and set up for years of enjoyment and use by the residents.

It is critical that Condo Directors take the management of the corporation's finances with both the short view (i.e., operating fund) and the long view (reserve fund) in mind so that the balance between both of them will continue to show prospective buyers that the community is well cared for and well managed.

Condominium living has excellent benefits and continues to be a terrific place to create your home. Condominium corporations with healthy reserve fund and strong repair and maintenance schedule will be better able to attract prospective purchasers at fair market value! ■



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Information Round-Up: Editors' Summary

Here's our summary of helpful webinars and other resources from CCI chapters.

Have you seen a webinar, article, or blog post that helped your condo? Let us know at info@cci-easternontario.ca

WEBINARS TO CHECK OUT: PAST

- CCI Eastern Ontario – [The Relationship between the Board, Manager and Owners](#)
- CCI Eastern Ontario – [Crunching Condo Finances](#)
- CCI-National – [Managing Owner Expectations](#)

UPCOMING:

- [October 13, 2021](#) – CCI National - Are you paying close attention to your Reserve Fund Study or Depreciation Report?
- [October 22, 2021](#) – CCI-Huronion – Speed Dating Condo Style
- [October 27, 2021](#) – CCI Eastern Ontario – Engineering, When to Make the Call
- [October 27, 2021](#) – CCI Eastern Ontario – Annual General Meeting

RESOURCE CENTRE (CCI NATIONAL):

LEGISLATIVE NEWSFLASH

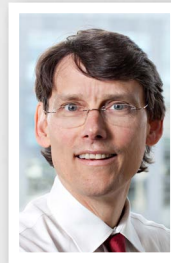
- [Legislative Newsflash](#) – Competition Bureau – Criminal Charges
- Additional Legislative newsflashes about:
 - [Ontario – Step 3](#)
 - [Sudbury Case](#)
 - [Protection from Liability – COVID-19](#)
- [Insurance Legislative Summary Chart](#)
- [Changes to the Common Elements](#)

RECENT CASES:

Are you curious about recent case law from across Canada? Check out [Condo Cases Across Canada](#), published by Jim Davidson exclusively for CCI members. The website is available to CCI members. The current password is “condocases”.

Also

don't forget the law blogs out there providing timely and relevant information related to the condominium industry.



James Davidson, Lawyer
Davidson Houle Allen

WAITING FOR AMENDMENTS ABOUT RESERVE FUNDS AND RESERVE FUND STUDIES

Readers will be aware of the many amendments to the *Condominium Act, 1998* (the Act) and Regulations that were passed by the Ontario legislature in 2015 (and some subsequent amendments as well). Many of those amendments were also proclaimed in force (mostly in 2017). To mention a few examples, we've seen the arrival of the Condominium Authority of Ontario, the Condominium Authority Tribunal, mandatory training for Directors, Information Certificates, Meeting Pre-Notices, New Disclosure Obligations for Directors, Annual Returns, various new Mandatory Forms, etc.

But many promised amendments **have still not been proclaimed in force**. And we're also still waiting for many new Regulations. Some of the important pending amendments relate to reserve funds and reserve fund studies.

Many of the key recommended amendments originated with the "Stage Two Solutions Report", spearheaded by the then-Ministry of Consumer Services. The report was published by Canada's Public Policy Forum in September 2013, based upon input from a panel of distinguished experts. The report included numerous recommendations about reserve funds and reserve fund studies. Some of those key recommendations were as follows:

- **The minimum required first-year reserve fund contributions (set by Declarants) should be based upon proper calculations.**
- **The legislation should include a definition of an "adequate" reserve fund. More specifically: "The year-over-**

year percentage change in total contributions to the reserve fund should be no greater than the assumed inflation rate used in the reserve fund study, except for the first three years when total contributions may be greater than the assumed rate".

- **Permitted reserve fund expenditures should include green energy projects (subject to various conditions).**
- **Reserve fund study updates should be "triggered" if the fund balance drops below a prescribed level.**

These recommendations were then "taken up" for further analysis and anticipated implementation by industry experts and legislation drafters appointed by the Ministry. We also heard wind of some additional (in my view, excellent) ideas from those industry experts. For instance, industry experts suggested lengthening the current 30-year reserve fund study period (to 45 or perhaps even 60 years). The idea is to hopefully include, in the study period, at least one replacement cycle for the condominium's "large future replacement projects". For instance, if window replacement isn't expected until 35 years after the study is performed, a 30-year study might not call for (perhaps significant) contributions needed for that future window replacement. [In my view, there is room to argue that a study, even under the current legislation, needs to be adjusted to account for any such large replacements that are anticipated to come outside the study period. Or alternatively, it may be appropriate to include mention of the "unaccounted-for future replacements" in the status certificates (since an increase may

be needed when those future replacements “come into the study” as the condominium approaches the predicted replacement date). But a longer study period would hopefully help to minimize those concerns.]

Amendments to Sections 93 and 94 of the Act (which we assumed were intended to implement the above recommendations) were passed in 2015. But again, those amendments haven’t been proclaimed in force. We also haven’t yet seen any draft Regulations (which are important because ***much of the detail will be contained in the Regulations***).

In December 2020, Ontario’s Auditor General published a report entitled “Condominium Oversight in Ontario”. The report contained a number of significant findings, including the following findings about condominium financial planning:

- “Initial developer-set condo fees are typically understated.”

This resulted in the following recommendation from the Auditor General:

To better protect buyers of new condos and minimize the risks of developers understating common area expenses, we recommend that the Ministry of Government and Consumer Services look to implement the following:

- require additional disclosure by developers of expected increases to common area expenses;
- give condo boards more time, such as 90 days, to claim increased amounts spent on common area expenses compared with the developer’s budget statement; and
- implement best practices from other jurisdictions, such as requiring developers to place money in trust to be available to the condo corporation if the developer understates common area expenses; or that developers have to pay a penalty if they were found to understate condo expenses by a set percentage compared with their budget statements.
- “We found that 69% of the 32 condo boards that responded to the relevant question in our survey did not have adequate amounts set aside in their reserve funds to plan for repairs and replacements of common areas and assets in their older condo buildings—those registered in 1980 and 2000.”

This resulted in the following recommendation from the Auditor General:

So that condominium corporations are required to set aside sufficient resources to safely and properly maintain condominiums, we recommend that the Ministry of Government and Consumer Services look to:

- extend reserve fund studies of condo buildings to include the cost of repairs and replacements looking forward 45 to 60 years, instead of 30 years;
- set thresholds and define adequacy of reserve funds; and
- work with the Condominium Authority of Ontario to raise awareness and communicate this issue in a clear and understandable manner.

- “Our audit found that buyers of new condos are also at risk of facing higher-than-expected fee increases because reserve funds start out underfunded.”

This resulted in the following recommendation from the Auditor General:

For there to be sufficient funding of the long term reserve from the outset and for condominium fees to realistically accrue sufficient funds to handle the long-term repair and replacement needs of the building, thus protecting condominium owners from unexpected financial shocks, we recommend that the Ministry of Government and Consumer Services look into removing the option of developers basing reserve fund contributions on 10% of operating expenses and replacing this option with a requirement to have the contributions be supported by a third-party reserve fund study.

The Auditor General’s findings and recommendations in fact align quite closely with the recommendations contained in the *Stage Two Solutions Report*.

The Ministry has expressed agreement with the Auditor General’s recommendations, but it has noted that some of the recommendations will require consultation with industry stakeholders followed by legislative drafting. My guess is that the Ministry is continuing to work on these issues and is “fine-tuning” the applicable Regulations. I believe that this may account for the further delay.

But I hope and believe that we can soon expect to see final legislation that will include the following:

- A definition of an “adequate” reserve fund.
- Longer reserve fund study periods.
- More robust requirements in relation to Declarant-specified first-year reserve fund contributions.
- Revised permitted reserve fund projects, to include green energy projects.
- Triggering of early studies (when the reserve fund drops to a certain level).

It goes without saying that condominium long-term (reserve fund) planning is exceptionally important. The Florida condominium disaster was a reminder of the risks that can come from inadequate long-term planning and maintenance. Also: Sound long-term planning is part of what “allows condominiums to sell”, for the simple reason that “condominium buyers can’t beware”. Condominium buyers have no way to independently assess the condition of most common elements... and therefore have to rely upon adequate long-term planning and disclosure on the part of the condominium corporation. The amendments noted above will make reserve fund planning, in Ontario, that much more reliable.

James Davidson is one of the founding partners of Davidson Houle Allen LLP. Jim has been practicing condominium law for over 35 years. He represents condominium corporations, their directors, owners, and insurers throughout Eastern Ontario. His experience also includes building deficiencies, shared property interests, co-ownership and construction law. Jim is proud to be an associate (ACCI) and also a fellow (FCCI) of the Canadian Condominium Institute. ■



SPECIAL ASSESSMENTS & RESERVE FUNDS



By Cindy Johnston,
President, Sentinel
Property
Management

Special Assessment is a dirty word in the condominium community. With careful planning, sound oversight, and a successful relationship between the Board of Directors, management, contractors, and professionals, the likelihood of a Special Assessment can be greatly reduced. Unfortunately, even the best laid plans cannot predict the future, and Special Assessments can sometimes be inevitable.

The tragic story of the Condominium collapse in Surfside Florida is a crucial reminder of the importance of having a functioning Condominium Corporation. While there remain many unknowns, it is clear there was a divisiveness and a lack of consistent leadership. This catastrophe also highlights the very serious and often overlooked role of Board Members. Board Members make executive decisions and must do so based on what is best for the Corporation. This volunteer role should not be taken lightly. Board members are leaders and must be prepared to make hard decisions for the good of the whole community. Especially when it comes to the safety of the owners.

Owners are responsible for their mortgage, their taxes, and their monthly condominium fees. Special Assessments are another payment, and nobody wants to spend more money if they do not have to. Unfortunately, owners have a duty to pay any Special Assessment that is levied. In Ontario, Condominium Corporations have mechanisms in place to collect the money owed to them. This includes legal procedures including placing a lien on a unit.

Three points I remind boards of when dealing with major Special Assessments are:

1. SETTING DEADLINES. Firm deadlines are imperative in ensuring that the work gets completed in a timely manner and key milestones are met at all points during the project.

2. UNDERSTAND THAT YOU ARE NOT GOING TO PLEASE EVERYONE. As any experienced condominium manager knows, once a Special Assessment notice goes out there is often pushback from

owners. In most cases, the concern over the special assessment is due to a lack of understanding of the situation. Education and communication are key. I often suggest holding town hall meetings with professionals such as engineers, contractors, and legal counsel to help explain the process and the reason for the Special Assessment. Owners deserve as much communication as possible. Directors must recognize though that sometimes, certain owners will never be satisfied when it comes to spending more money.

3. TRUST. Directors need to trust in the team they have chosen and the process that lead them to this decision. This does not mean that second opinions cannot be sought to verify information, but proper oversight and due diligence are extremely important when making the decision to levy a Special Assessment or not.

Owners need to remember that Board members are owners as well. From my experience, Board members often try every avenue they can to avoid a Special Assessment. Often it comes down to what is best for the Corporation collectively and not individual unit owners. Special Assessments are not as simple as the Corporation asking for more money. As an owner, if you do not agree with a Special Assessment, ask for clarification, ask if other options were sought, requisition a meeting, collect all the facts. One thing that is clear is that Condominium Corporations must work together, and major conflict, does not help anyone. As a result, it is important to take the time to share information to show owners that the decision made was based on expert opinion and reasoned judgment. This will help minimize conflict and allow the condominium corporation to move forward with the necessary work.

Cindy Johnston established Sentinel Management in 1987 with the goal in management to individually service all contracts and be aware of the interworkings of each property.

Her work ethic ensures a high quality of service is provided to each and every client, which has translated into memberships with the Canadian Condominium Institute (CCI), Association of Condominium Managers (ACMO), and the Better Business Bureau (BBB). When not working, Cindy finds herself relaxing by the pool or camping, but most of all loves spending time with her family and dog, Buddy! ■

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RISING COSTS OF RAW MATERIALS AND DELAYED PROJECTS



William Shin BA
Business Development
Associate - Normac

Why have prices for raw materials and construction gone up?

We've seen the headlines time and time again – prices of raw materials have surged during the pandemic. The new reality of staying at home has created a pent-up demand for home renovations and property restoration projects. Condominium corporations may have considered getting new fencing, replacing old roof shingles, or undertaking a balcony restoration project. However, in the process, you may have noticed that the same job that would have cost you \$50,000 a few years ago has now doubled or more. The supply constraint for materials and labour has developed over the years and COVID-19 has merely been a trigger to the high prices we are seeing today.

We are seeing the largest price increases in iron ore (the main components in steel and rebar), copper, and lumber. During the last US presidency, tariffs were imposed on certain aluminum products coming in and out of Canada, creating an upward pressure in prices. This summer, iron ore futures hit all time highs on multiple exchanges at over \$230 a ton. Copper had also hit a record high in May of this year at \$11,000 a ton – nearly doubling year-over-year. Lumber had the biggest sticker shock this year with prices hitting nearly \$1,700 per thousand board feet, up 355% over the past year. To add to this, sawmills have had trouble keeping up with demand, and pine beetle infestations along with forest fires have dwindled Canada's lumber supply. In addition to increased prices, you can also expect longer lead times as shipping delays are being seen both by land and sea.

Ontario is also experiencing a labour shortage in the construction industry. In the next 10 years, the construction workforce will need to hire and train 100,000+ new workers to make up for those who will retire and to keep pace with demand. A quarter of Ontario's construction workforce is currently made up of immigrants, and travel limitations have reduced the pool of available skilled labour. On top of that, due to the stigma around skilled trades, some immigrants perceive construction as a less attractive career path. Productivity has also slowed down with the health & safety restrictions put in place on worksites to limit the spread of COVID-19.

Everything is expensive and delayed! What do I do?

The severity of the pandemic was and continues to be hard to predict, and for that reason, you should always plan for the unexpected. If you are managing a condo, it's important to have a Preferred Vendors list where you can obtain several quotes. If your condo has experienced a flood and supply chain disruptions have affected your primary supplier,

your secondary supplier may be able to get on site faster and prevent any further damage. It may also be a good idea to have small amounts of materials for spot jobs in your inventory for quick fixes as needed. It's important to note that stockpiling should be done in moderation. Those same materials that have been put away for several years can become functionally obsolete as technology can change over time. You can typically rely on the contractor at the time of the project to supply you with the best material and at the best prices.

If you have upcoming wood projects in the pipeline, there is good news for you: lumber prices are in fact stabilizing!

Since peaking at just under \$1,700 per thousand board feet in April this year, lumber prices are now sitting in the mid \$500s. That is nearly the same as pre-COVID levels, where prices were floating near the mid \$400s. If you have a delayed wood fencing project or need to replace your roof sheathing, now may be the time to get in contact with your contractor and get started. Note: we are only seeing the price drop in lumber at this moment, with other raw materials still nearing all-time highs. Some contractors have now also put a shorter limit on how long their bids remain valid – from roughly 60 days down to 30 days, in order to avoid being exposed to the volatility of material prices. This is something to keep in mind if you are looking to capitalize on lower prices.

To better maintain your condo's budget for future repairs, contact your reserve fund planner and have your report reflect a more current model. For peace of mind, have an up-to-date appraisal done on an annual basis to ensure that your assets are adequately protected. To better manage owner expectations, make sure that you have a professional and qualified management company to oversee the overall financial and day-to-day operations of your condo. Lastly, communicate with one another! Nothing is better than efficient communication to tackle any problem.

William is the Business Development Associate for Normac, specializing in insurance appraisals. He has a Bachelor of Arts in Economics. An active member of the condominium community in Ontario, William is involved in the Canadian Condominium Institute (CCI) Golden Horseshoe, Grand River, Toronto, and Eastern chapters. He strives to deliver a high level of service by ensuring the appraisal needs of his clients are met with the utmost satisfaction. ■

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Free Consultations!
Learn about Condo Loans

Personalized Service
- from beginning to end

We access multiple lenders on
your behalf - providing more
loan choices for you

1. We can save you time and expenses. Property Managers, less workload.
Board Members, one resource, cost effective.
2. We will prepare all the loan applications to multiple lenders on your behalf.
No paperwork is filled out by Board Members or Property Managers.
3. We will help prepare the loan information package sent to owners about the Information Meeting, where owners can hear about the loan option. Our expertise for these meetings saves you effort.
4. We will present the loan information to the owners at the Information Meeting and answer all their questions. No need for Board Members to explain.
5. We will help with the loan draw requests during repair. No need to run around, *we handle it.*

Kris Fernandes

647-250-7176

kris@condominiumfinancial.com

Jim Wallace

647-250-7260

jim@condominiumfinancial.com

CCI- National Update

In speaking with your CCI-National Chapter representative, Constance Hudak, we understand that the BIG news with CCI-National is the introduction of the Leader of the Canadian Condominium Institute designation!

As set out on CCI-National's website:

The LCCI designation is open to any CCI member who provides goods and/or services, through annual employment time and volunteer time, to or within the condominium/strata/copropriété industry. The designation is open to any particular profession or trade.

Here is a [link to the Application page](#), and we summarize the Application process below:

LCCI Application Process

STEP 1 – APPLY:

Gather the information for the registration form (eligibility criteria):

- A.** An individual or professional member of CCI in good standing;
- B.** Minimum of three (3) years as an individual or professional member of CCI immediately prior to the date of application;
- C.** Minimum of three (3) years' service to the condominium industry immediately prior to the date of application. This criterion will be satisfied where an individual shows that they have provided goods and/or services, through annual employment time and volunteer time to or within the condominium industry;
- D.** Provide at least two (2) letters of reference/endorsement from a CCI member having at least five (5) years of membership in CCI; and
- E.** Provide an executed declaration that the candidate will comply with the CCI Code of Ethics.
- F.** Details of participation in CCI at either the Chapter or National level (including roles on committees and conference/seminar attendance) in the three (3) years immediately preceding the date of new designation application.

Note that a candidate must demonstrate compliance with Mandatory Criteria (A) to (F) above and any one (1) of two (2) remaining Additional Criteria (G) or (H):

Additional Criteria:

- G.** Proof of public speaking or presentation experience at two (2) events on condominium related or CCI topics in the three (3) years immediately preceding the date of the new designation application;
- H.** At least two (2) written articles on condominium related topics as published in a newsletter, paper or other publication in the three years immediately preceding the date of new designation application;
 - Submit your application on-line with payment of the non-refundable \$150 + HST fee
 - Your Chapter will review the application and make recommendations to National,
 - The National Executive will review the Chapter recommendation and either approve or follow up to advise why it was not approved

STEP 2 – UPON APPROVAL OF YOUR APPLICATION:

If National has approved your application, you will be notified, and will be able to begin using your new designation once CCI National has formally notified you of your success.

There is an annual maintenance requirement for the designation. More details are available at the link above.

If you have any questions about the LCCI designation, please email: LCCI@cci.ca.

Management Advisory Council Member Q&A Interviews



Anne Burgoon of
Eastern Ontario
Property Management



Michelle Compton
of iCondo Property
Management



Noah Johnston of
Sentinel Management

HOW DO YOU START YOUR DAY?

(Email first, gym, coffee, breakfast, read the paper, news?)

Anne Burgoon: Walk 5 km, eat, dress, emails.

Michelle Compton: Check my email (ensure nothing exploded while I was sleeping); followed by my fav podcast while I am getting ready for the day.

Noah Johnston: Email, of course, with a strong cup of Coffee!

HOW DO YOU PLAN YOUR DAY?

(i.e., By crisis, by scheduled items, etc.)

Anne Burgoon: I plan my day by scheduled items in my calendar that are interrupted daily by the crisis of the day.

Michelle Compton: Start with any urgent matters, addressing any scheduled items, and then action items, all while trying to answer the various telephone calls and emails received throughout the day.

Noah Johnston: A detailed schedule that is usually blown a part by crisis items!

WHAT IS YOUR PREFERRED METHOD OF COMMUNICATION?

(PHONE CALL, EMAIL, BOTH?)

Anne Burgoon: Email for sure... unless there is a long story to be told, and then a phone call has to happen.

Michelle Compton: Both – email and phone.

Noah Johnston: I actually prefer email, despite the large volume of emails us PM's get

HOW MANY EMAILS DO YOU RECEIVE A DAY?

Anne Burgoon: 300+

Michelle Compton: 201-300

Noah Johnston: 101-200

WHAT TIME DO YOU START YOUR DAY?

Anne Burgoon: 7-8am

Michelle Compton: 5-6am

Noah Johnston: 5-6am

DO YOU WORK WITH A TEAM, AN ADMINISTRATOR, OR SOLO SITE MANAGEMENT?

Anne Burgoon: With a team

Michelle Compton: With a team

Noah Johnston: With a team

WHAT DO YOU DO TO RELAX AFTER A LONG DAY?

Anne Burgoon: Watch a movie/favourite show

Michelle Compton: Exercise

Noah Johnston: Have a beverage that's a bit stronger than a glass of milk

WHAT DO YOU USE TO MANAGE YOUR DAY?

Anne Burgoon: With a tablet

Michelle Compton: On my phone

Noah Johnston: With a tablet

HOW MANY YEARS HAVE YOU BEEN IN THE CONDO BIZ?

Anne Burgoon: 10-14 years

Michelle Compton: 10-14 years

Noah Johnston: 5-9 years

WHAT IS THE ONE THING THAT YOU WISH THE PUBLIC KNEW ABOUT CONDOS & CONDO LIVING?

Anne Burgoon: I think that most directors and owners have no idea how much time a manager spends managing the Condo. A simple call about leak in the bathroom rolls into investigating the source, calling a contractor to address leak and other contractor to repair the drywall, contact the owner above, determining duty to repair by reading the governing documents and checking unit boundaries.

Michelle Compton: Looking back and seeing how you have made a difference, whether it be the impact you made on a property, a community, or a unit Owner's life. You have the potential each and every day to create the most rewarding experiences.

Noah Johnston: That residents of condos are not all called "tenants"!

WHAT IS THE ONE THING THAT YOU REALIZED YOU NEED TO KNOW AS A CONDO MANAGER THAT THE COURSES OR ON-THE-JOB TRAINING DIDN'T PREPARE YOU FOR?

Anne Burgoon: No course can prepare you for the time management skills required for the large quantity of small tasks in a day. You have to figure out the strategies that work best for you to follow up and not lose track of items.

Michelle Compton: Build and maintain trusting relationships.

Noah Johnston: That it can be a high-demand, negative industry, and it is important to have the right soft skills for the job.

DO YOU PREFER VIRTUAL BOARD MEETINGS OR IN-PERSON? (SAME QUESTIONS FOR AN AGM)

Anne Burgoon: Virtual for sure. The screen share feature allows everyone to be on the same page at the same time. Access to my files in a meeting allows me to answer just about any question that comes up as I can pull up the file right then and there.

Michelle Compton: Virtual all the way.

Noah Johnston: Virtual for sure!

AGM

Annual General Meeting

Join us at CCI Eastern Ontario Chapter's Annual General Meeting! This year, the meeting will take place with GetQuorum, and all notices will be sent by them, so please ensure that **notices@getquorum.com** is added to your email safelist.

Participation in the AGM is linked to your email address, so to register, you must use a unique email. If you are a member and have not opted into receiving emails but wish to receive emails for and participate in the AGM, please contact the Office at **info@cci-easternontario.ca** to provide an email address.

You must also be a current paid member to participate in the AGM. If you would like to check that your membership is up to date, please contact the Office for assistance.

Registration will close October 22, 2021. Once you have registered, you will receive a confirmation email containing a link to the event. The meeting package will be sent out before the meeting.

If you are unable to attend the AGM but wish to register a proxy, a link to the online proxy form will be included with the registration link sent by GetQuorum. **The deadline for proxies is October 25, 2021 at 4:00 PM.**

The AGM will be followed by the Legal Panel – more details and registration are [here](#).

Canadian
Condominium
Institute



Institut
canadien des
condominiums

Eastern Ontario Chapter

? Did your corporation undertake any important projects recently?

? Do you have a success story?

? Did you learn lessons the hard way?

Whether you are a director or a property manager, please do share these valuable stories. Feel free to contact CCI and we will assist you in writing your article.

By sharing your experience we learn from the past and improve our collective futures.

info@cci-easternontario.ca



ADVERTISING RATES



- Don't miss out on promoting your company to the members of CCI-Eastern Ontario Chapter.
- Advertising rates for the quarterly newsletter are as low as \$80 for a business card ad.
- The Newsletter Advertising Rate Sheet may be found on our website at **CCI-EasternOntario.ca**

CCI EASTERN ONTARIO CHAPTER'S

Education Extravaganza

In Conjunction with the AGM

REGISTER NOW!
ONLINE ONLY

Wednesday, October 27, 2021

SCHEDULE:

8:00 am - 9:00 am	Breakfast with the CAT Tips and Tricks from Industry Experts on CAT Processes and the Newly Expanded Jurisdiction
12:00 pm - 1:00 pm	Insurance Bites Tools and Tips to Try to Mitigate Increasing Insurance Costs and Risks
3:00 pm - 4:00 pm	SnackPack with Justin and Jonathan on Engineering When to Make the Call...
5:00 pm - 7:00 pm	AGM (Followed by Legal Panel) Legal Panel: Your Favourite Legal Experts Back by popular demand! Join our legal panel as they provide you with updates from the Courts, Tribunals and the Legislature from across the country on condo/strata issues

ATTENDEE REGISTRATION:

\$20 Per Session

\$50 For the Day

AGM and Legal Panel - FREE



Supporting Your Community.



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