

Volume 31

CONDOCONTACT

CREATING A VIBRANT, WELL-INFORMED EASTERN ONTARIO CONDOMINIUM COMMUNITY

ARE YOU READY FOR SPRING?

Preparing for Spring at Your Condo

Canadian
Condominium
Institute

CCI

Eastern Ontario Chapter

Institut
canadien des
condominiums

ARE YOU READY FOR
SPRING?

CUSTOMIZING THE CCDC
CONTACT FOR
CONDOMINIUM
CORPORATIONS

SPRING Q & A

Davidson Houle Allen LLP Condominium Law



Our experienced condominium law lawyers assist and educate the condominium corporations, members of the board, owners, residents, and insurers on all legal issues that arise in the condominium setting, Including:

- Interpreting the Condominium Act
- Construction Deficiency Issues
- Taron Warranty Claims
- Litigation
- Mediation and Arbitration
- Corporate Governance
- Interpreting Declarations, By-laws, and Rules
- Co-tenancy and Joint Ownership Properties
- Enforcement Issues
- Liens / Power of Sale
- Human Rights Complaints
- Employment / Labour issues
- Financing and Loans



DAVIDSON HOULE ALLEN LLP
CONDOMINIUM LAW

Need advice? We have answers. Ottawa 613-231-8359 | Kingston 888-565-9912

Visit our Condo Law News Blog at: davidsoncondolaw.ca

ACCOUNTABLE. TRANSPARENT. RESPONSIVE CONDOMINIUM MANAGEMENT

A leading service provider in condominium management with over fifty licensed condominium managers, Condo Management Group has one goal: to provide a service built on strong partnerships with owners, families and communities founded in communication, reliability and trust.

Contact Us

(613) 237-9519
CMG@condogroup.ca
434 Queen Street,
Ottawa, ON, K1R 7V7



Ottawa Region's
Leading Condominium
Management Company



Volume 31

CONDOCONTACT

CANADIAN CONDOMINIUM INSTITUTE
CCI Eastern Ontario (CCIEO)



78 George Street, Suite 204
Ottawa, Ontario, K1N 5W1

 **Telephone:** 613-688-0655

 **E-mail:** info@cci-easternontario.ca

 **Website:** CCI-EasternOntario.ca

 **Linkedin:** CCI Eastern Ontario

 **Twitter:** @cciEastOntario

 **Like Us on Facebook!**
Search: Canadian Condominium
Institute – Eastern Ontario

Newsletter Administration:

Email: info@cci-easternontario.ca

This publication attempts to provide the CCI Eastern Ontario (CCIEO) membership with information on condominium issues. Authors are responsible for their expressed opinions and for the authenticity of all presented facts in articles. The CCI Eastern Ontario Chapter does not necessarily endorse or approve statements of fact or opinions made in this publication and assumes no responsibility for these statements.

This publication also notifies members of the Eastern Ontario Chapter of events and services. The products and services advertised are not necessarily endorsed by the Eastern Ontario Chapter. Readers should conduct their own review of the products and services and seek legal and other professional advice on the particular issues which concern them.

Permission to reprint is hereby granted provided:

- 1) Notice is given by phone 613-688-0655 and/or in writing to the CCI Eastern Ontario Chapter; and
- 2) Proper credit is given as follows: Reprinted from CondoContact.

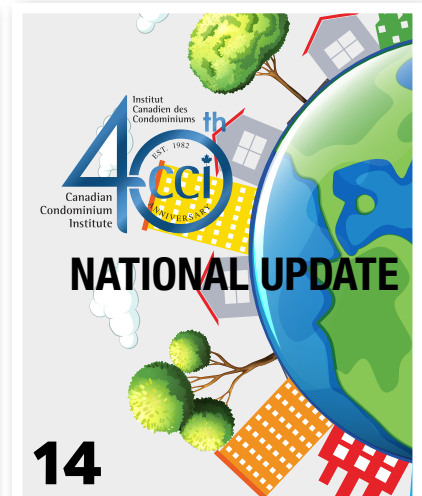
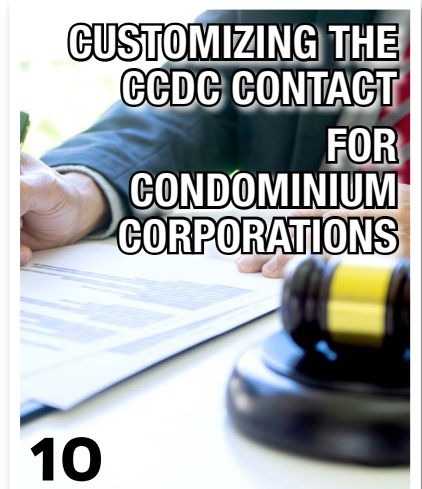
Copyright by CCI Eastern Ontario Chapter of the Canadian Condominium Institute. ISSN 1488-7320

INSIDE

President's Message 5

Editors' Message 6

FEATURES



New Members 6

Information Round-Up: Editors' Summary 9

CCI National Update 14

Business Directory 15

Management Advisory Council Member Q & A Interviews 20



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

Spring is here! I hope everyone is enjoying the transition to warmer weather. We've just finished our monthly CCI-Eastern Ontario Board Meeting, and I'm excited for what we have planned, so far, for the rest of 2022!

As we plan our seminars and events, we are cautiously optimistic that we will be able to host some in-person events in the fall, (while continuing to plan for hybrid events or full return to virtual, as needed). The feedback about our virtual seminars and AGM has been fantastic, and we do certainly plan to continue with several virtual sessions indefinitely. However, we do hope to soon be in a position to see our members, and to gathering for breakfast, lunches, dinners or snacks while we collectively learn, in-person as well!

In this issue, we are focusing on everyday aspects of condo living, such as, BBQ's, spring inspections and preparation of your common elements, and our always anticipated 'The List of Lists' (highlighting our great professional and business partners that many of you have had the pleasure of working with for your condominium corporation's daily business).

Another highlight of this year is the 40th anniversary of CCI as a National organization! It is hard to believe that we recently celebrated the 50th anniversary of Canada's first high-rise condominium here in Ottawa. The Canadian Condominium Institute was founded a mere 10 years after the creation of the first condominium corporation. This achievement was the result of a few condo-conscious people with the foresight to see a need for such an organization. It makes us proud to continue the legacy of this great organization through our chapter activities and with the support and involvement of our National and Provincial partners.

I also want to make special mention of the 'new members' section in our Condo Contact publication. As you will see, we continue to grow and welcome both existing condominium corporations, and newly turned-over corporations looking for knowledge, and a community with which to learn and grow as engaged directors and informed owners. Our strength is in our growth and retention of our membership. We appreciate the support you continue to provide, year after year!

Thank you as always for letting us share the stories of condominium living, and we hope you enjoy reading this issue as much as we enjoyed creating it.

Yours in Condo Living,

Sincerely,
Nancy Houle, President CCI-EO

CCI Eastern Ontario Chapter

2021/2022 BOARD OF DIRECTORS

PRESIDENT

NANCY HOULE, LLB

Davidson Houle Allen LLP, Condominium Law

VICE PRESIDENT

CONSTANCE HUDAK, BA Hon's, MBA

National Representative

TREASURER

STEPHANIE COURNEYEA, CGA

McCay Duff & Company LLP

SECRETARY/EDUCATION

Andrée Ball

Keller Engineering

DIRECTOR

ANNE BURGOON, BSC, RCM, LCCI

Eastern Ontario Property Management Group

DIRECTOR

NOAH JOHNSTON, BA, RCM, OLCM

Sentinel Management Inc.

DIRECTOR/COMMUNICATIONS

MICHAEL LEWICKI, Broker, LCCI

Solid Rock Realty

DIRECTOR/MEMBERSHIP & SPONSORSHIP

SHELLEY SEABY, OLCM

Condominium Management Group

DIRECTOR/EDUCATION

JONATHAN WRIGHT, LL.B, LL.M

Elia Associates PC



Cheryl Wood, J.D., Lawyer
Davidson Houle Allen LLP



Michael Lewicki, Broker
Solid Rock Realty

Happy Spring everyone!

This edition of Condo Contact looks at Spring (also known as construction season) in condominiums. Our articles focus on:

LEGAL: As winter comes to an end, construction season is upon us. **Jonathan Wright's** article reviews some key clauses to look out for when negotiating a construction contract.

A MANAGEMENT PERSPECTIVE: **Bonnie Myers & Michelle Compton** look over what your Spring "to-do list" might look like.

SPRING Q & A – barbecues and pools.

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;

Editors' summary – an information round-up of webinars and articles from CCI National and other chapters.

Spring 2022 Business Directory – A look at our business members (based on category) that can help with all your condo related needs.

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.**



**NEW
MEMBERS**

WELCOME TO THE FOLLOWING NEW CCI EASTERN ONTARIO CHAPTER MEMBERS

BUSINESS PARTNERS

Paul Davis Ottawa
PuroClean Restoration - Ottawa West

PROFESSIONAL PARTNERS

Chris Andrews
Cindy Johnston
Noah Johnston

INDIVIDUAL MEMBERS

Jason Ang
Marie-Cécile Bodéüs
Stefania Chianetta
Gabriel Marcu
Deborah McLellan
Susan Pettinger

CONDO CORPORATION MEMBERS

OCECL # 1082
OCSCC # 1071
OCSCC # 1079
OCSCC # 1028
OCSCC # 1086

Canadian
Condominium
Institute

CCI

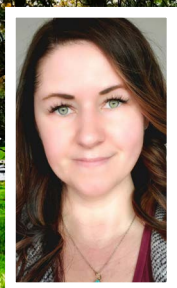
Institut
canadien des
condominiums

Eastern Ontario Chapter

ARE YOU READY FOR SPRING?

Preparing for Spring at Your Condo

By: Bonnie Myers & Michelle Compton – iCondo Property Management



Bonnie Myers



Michelle Compton

With winter in the rearview mirror, spring is an excellent time of year to start actioning your “Spring To-Do List” in advance of the warmer months ahead.

While many condominium corporations may already have a list ready of upcoming maintenance or repair projects, completing interior and exterior inspections of your property will help to identify any signs of damage or deterioration that could have occurred over the winter. These inspections will help give you an accurate picture of your condo com-

munity's needs and assist in prioritizing your spring schedule.

Depending on your type of property, let's look at some items to add to your “Spring To-Do List”:

Early Spring

- **Exhaust Shaft Drains** – As the snow starts to melt, it is a good idea to check all exhaust shafts to make sure that drains are not blocked by snow or debris. Blocked drains can lead to leaks and damage;

- **Preliminary Inspection of Parking Garage Drains** – In preparation for your building's spring garage cleaning, check all parking garage drains to make sure that strainer baskets are clear and in good condition. Also, be sure to check for any signs that parking garage drains may be blocked or draining slowly as they may need rodding or flushing;
- **Sump Pump Pit Operation** – Check to ensure your sump pump is operating properly before the spring thaw;



- **Window Cleaning** – Many Corporations have the exterior windows cleaned either annually or bi-annually. Prior to completing the window cleaning, you will need to ensure your roof anchors are inspected. Visual inspections are completed annually, and load testing is due every 5 years;

Mid/Late Spring

- **Foundations** – Complete an inspection and examine the exterior portion of your property's foundation – check for cracks, signs of moisture, parging deterioration or damage;
- **Parking Garage Drains & Sump Pump Pits Cleaning** – Areas that are often overlooked for regular maintenance are parking garage drains and sump pump pits. Regularly flushing parking garage drains, typically after cleaning your parking garage, can help prevent debris from hardening inside pipes. Taking into consideration that each property's needs are different, having the Corporation's plumber or mechanical maintenance contractor complete an inspection and regular cleaning of these areas will help to prevent costly repairs;
- **Parking Garage Membrane** – Following your parking garage cleaning, completing an inspection of the parking garage

membrane and the ceiling underneath may help to identify areas of concern. Any visible signs of deterioration in the membrane or water staining on the ceiling or around pipes will need to be further investigated for required repairs;

- **Eaves-Troughs & Downspouts** – It is a great time to check for loose joints and/or crushed downspouts. During your inspection, assess to ensure water is able to drain away from your foundation;
- **Roof Inspection** – A visual inspection of your building's roof will help to ensure drains are clear of all debris and draining correctly, as well as ensuring there are no signs of damage, deterioration, or missing shingles.
- **Pools** – If your condo community has an exterior pool, a visual inspection of the pool cover, all equipment, as well as signage is helpful for planning on any repairs and maintenance required prior to opening;
- **Courtyards/Gardens/Terraces** – Many Corporations have courtyards or gardens in the common areas that are available for residents to sit and enjoy the warmer weather. Exterior drains located in these areas are often overlooked. Visual inspections, as well as scheduled flushing, will help to minimize blockages and ensure proper draining.

Michelle Compton, RCM, is responsible for the leadership and performance of iCondo Property Management and PMA Realty Consulting's Condominium Management division. She is involved with training staff on an on-going basis, and always makes time for iCondo/PMA clients and team members. Michelle has an extensive background in the industry, as she has achieved her Condominium Management Diploma from Mohawk College, her RCM designation with ACO, and is active in supporting and volunteering with CCI-EO. Over the years, many condominium corporations have benefited from Michelle's dedication, knowledge, and proven record of quality client service.

Bonnie Myers is the Office Manager at iCondo Property Management. With over 12 years' experience specializing in customer service within the property management industry, she is currently responsible for team support and development. Bonnie is an intricate part in the on-going training of staff and truly enjoys mentoring the iCondo team members to help them advance their professional development within the industry. With her primary focus on implementing new procedures within the company that supports iCondo's mission statement and commitment to clients; "Managing Condos with Care", she has built trusting relationships with all of her clients and staff. ■

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:

UPCOMING:

- **April 27, 2022** – CCI Eastern Ontario – Don't go chasing waterfalls...or windows – Panel discussion on leaks and window replacement / retrofit programs
- **May 4 – 25, 2022** – CCI Eastern Ontario – Virtual Directors Course – four-part series
- **June 8, 2022** – CCI Eastern Ontario – Condo Myth-conceptions – Expert panel session

PAST

- **CCI Eastern Ontario** – How Does my Building Work?
- **CCI Golden Horseshoe** – Pot of Gold (Chargebacks) Pre and Post Amlani
- **CCI Huronia** – Show me the Money
- **CCI Toronto and Area Chapter** – Tackling Human Rights Challenges in Condos
- **CCI Eastern Ontario** – Lawyers, Guns and Money

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!

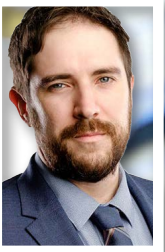
RESOURCE CENTRE (CCI NATIONAL):

- **CAT vs Dog** – What Conditions Can a Condo Impose on an Emotional Support Animal? – CCI London
- **5 Tips to Keep Your Virtual Meetings Productive** – CCI Grand River
- **Legislative Newsflash:** CCI-T Submission to the Condominium Insurance Consultation – CCI Toronto

Also

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

CUSTOMIZING THE CCDC CONTACT FOR CONDOMINIUM CORPORATIONS



Jothathan Wright, LL.B, LL.M
Elia Associates

As we all know, there are two seasons in Ontario... Winter and Construction. No sooner does the winter season end, than construction begins. As regular springtime maintenance schedules are rolled out, sometimes regular maintenance is also complimented with the undertaking of major repairs. Major repairs attract major costs. Further, maintenance and major repair take on interesting realities when they are done in a condominium environment

where there are people living and inhabiting the space as a community.

In the overall process of contemplating, designing and implementing repairs, Boards and property managers are often faced with reviewing a multitude of contracts in various forms, from consultants, engineers, contractors etc. From the engineer's retaining agreement to the construction agreement, we have seen contracts spanning hundreds of clauses, to million-dollar

contracts spanning two pages (as a side note, if you are spending large sums of money on a major repair and are asked to sign a two-page contract, this is usually a red flag that your corporation is not adequately protected). This can be an intimidating, if not overwhelming process of playing connect the dots for Boards and managers – just on the contractual side alone. Even while in the midst of a project, Boards still must consider the management of a community and the juggling act this can often be.

As contracts govern the relationship between parties, the terms of the contract are important before something goes wrong and one party (or both parties) become unhappy. Whether it be with the work, timing of the work, delay, payment disputes etc., legal disputes often turn on the actual terms of the contract, regardless of whether the Board of Directors understood all the terms, or how they applied.

As with any contract, Boards should seek legal advice with respect to their corporation's legal obligations under any construction contracts. Many terms may seem routine, or boilerplate, however, the old adage, "you don't know what you don't know", often applies and clarity can be provided by legal counsel through risk identification and risk management strategies. Realistically, the parties who work with the condominium corporation are not always looking out for the best interests of the condominium corporation. However, it is the responsibility and duty of the Lawyers who work for the condominium to do just that. Boards may be concerned with getting the repairs commenced as soon as possible, and therefore, minimal consideration may be given to the terms of the contract outside of i) the costs, and ii) when the work is scheduled to begin / finish. Or perhaps, there is an assumption that the terms of the contract cannot be negotiated or amended.

One of the most common types of contracts in the condominium industry, as far as construction work goes, is the CCDC 2 contract, which is a fixed price contract. However, although it is one of the most common contracts, is generally comprehensive, and seems, at first glance, that it contemplates every scenario, the CCDC 2 contract is not specific to condominium corporations. Moreover, it can (and should), be amended. There are some important issues that should be considered when reviewing a standard CCDC 2 contract:

1. The CCDC 2 Standard Terms:

There are three parties mentioned regularly throughout a standard CCDC 2 contract. The Owner (condominium corporation), the Contractor and the Consultant. Normally the Consultant, who drafts the specification, issues the tender documents, and oversees the project, drafts the contract, attaches the addendums and any supplemental conditions. When reviewing the contract itself, it is important to:

i) Know that every party to the contract (which should include the Consultant) will be acting in their own best interests, and not solely in the best interests of the condominium corporation. The Board should retain legal counsel to advise on how the contract should be amended to provide the corporation with adequate risk management in respect of all parties to the contract;

ii) Confirm with the Consultant that any amendments made to the contract are added as a schedule of Supplementary Conditions. This way, it is easier for counsel to understand the changes made to the Standard form of the CCDC 2 contract. We have been concerned with condominiums being presented with "standard" CCDC 2 contracts, which are in fact heavily modified throughout the body of the contract, with such changes being unknown to the condominium corporation. Do it by schedule.

iii) Consider the actual work being done, where it is being done, and for whom. As part of the attachments to a CCDC 2 contract, corporations should insist that their declaration and description be attached, and a supplemental condition be added which states that the contractor is familiar with the Corporation's boundaries. In addition, if work is to be done to a condominium corporation's common elements, the contract should clearly state that no work is to be done to the units.

2. Termination clauses:

The standard terms of a CCDC 2 contract only permit termination under a specific set of circumstances, and upon certain things happening. There is no "termination for convenience." If the condominium corporation, for whatever reason, wants the ability to terminate the contract without having to pay any damages related to lost profit / overhead that would typically be in play when an unlawful termination is affected, such a clause should be added. This type of clause can often be incorporated into a CCDC 2 contract on such terms that would require the condominium corporation to ensure the contractor is paid for all work performed as well as demobilization costs, upon the triggering of the clause;

3. Warranty Period:

The standard CCDC 2 contract provides for a warranty period that is one year from the date of Substantial Performance of the Work. This can be, and often is, negotiated to provide for a longer warranty period. If the warranty period is negotiated, the CCDC 2 contract must be amended to reflect the new negotiated period.

4. WSIB Certificates:

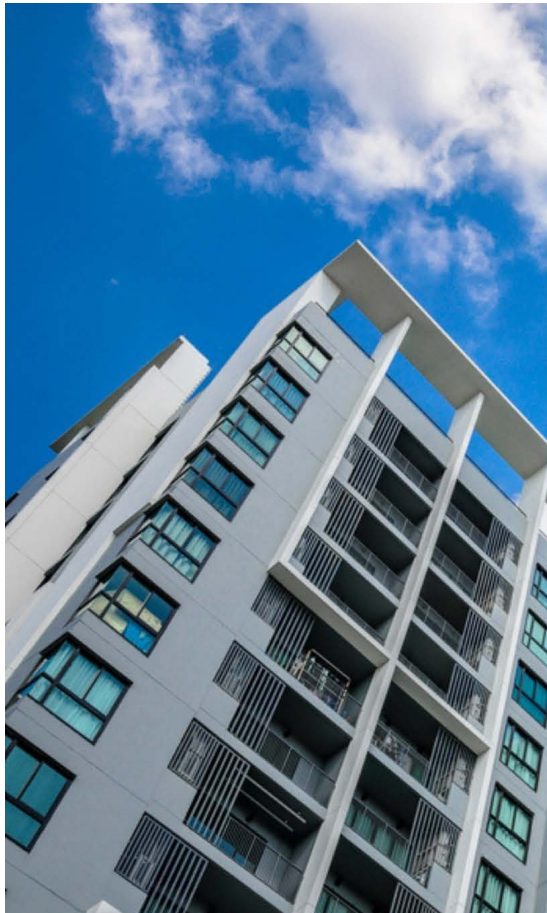
The standard terms of the CCDC 2 contract do not provide for adequate protection to condominium corporations and place the onus on a condominium corporation to request compliance with workers compensation legislation. This obligation can be placed on the contractor to proactively provide such documentation to the condominium corporation at regular intervals.

5. Indemnity:

The standard terms of a CCDC 2 contract do not include an indemnification by the Consultant to the owner. Consideration should be given as to whether this should be included. More and more, we are seeing complex repairs whereby the contractor is sued, and simply relies on the fact that it carried out the work in accordance with the specifications – which were drafted by... the Consultant. In addition, the Consultant should also be required to provide evidence of its insurance.

When disputes arise with respect to construction projects, the first document that everyone will turn to is the contract. If the matter is required to be litigated, the Court will also look to the terms of the contract. Thus, consideration should be given to the terms of the contract and Board Members should make sure that their condominium corporations are adequately protected.

Jonathan practises in all areas of post-development condominium law, with a particular interest and expertise in commercial and construction litigation in the context of a condominium. Jonathan considers himself to be incredibly intelligent, hardworking and diligent, and one day hopes to convince his colleagues that he is all of these things. ■



WINDOW PROBLEMS ?

DO NOT REPLACE THEM

WINDOW & DOOR
REPAIRS

AIR & WATER
INFILTRATION

FENESTRA
REINVENTING FENESTRATION
SINCE 1989

(613) 262-0733
fenestragroup.ca
OTTAWA - TORONTO - MONTRÉAL - QUÉBEC

Simply the Best Condominium Insurance Choice



Over 35 years serving professional
condominium managers and
providing the best protection for
corporations and condo owners.

For a Corporation Quote
877.627.6222
atrens-counsel.com

For Unit Owners Protection
Visit condogold.ca



**Atrens-Counsel
Insurance Brokers**
Part of Arthur J. Gallagher Canada Limited



SPRING Q&A

WE WERE TOLD THAT WE COULD NOT HAVE A BARBECUE ON THE BALCONY – IS THAT TRUE?

Condominiums have different rules about barbecues (including which types are permitted, if any). It is difficult to comment on enforceability without reading the specific rules. However, it is likely that a rule prohibiting or limiting barbecues would be valid and enforceable as condominiums can pass rules that promote the safety, security or welfare of the owners and of the property and the assets (if any).

On a condominium balcony, improper use of a barbecue, leading to a fire, can result in dam-

age to the common elements and units, and is a threat to the life safety of residents. Due to this, condominiums can pass rules governing their use (or prohibiting them). In addition, the TSSA (Technical Standards and Safety Authority) regulates the use of propane barbecues and these regulations result in propane barbecues not being permitted on balconies.

It is also important to note that municipalities might also restrict barbecue usage in condominium settings.

WE'RE RE-OPENING OUR POOL, WHAT DO WE NEED TO KNOW?

Most condominium pools are considered Class B public pools. As a result, condominium corporations must follow the protocols set out in

legislation (Regulation 565 under the *Health Protection and Promotion Act*) for the opening and maintenance of their pool.

An important point to remember is that condominium corporations are required to notify the public health unit at least 14 days before opening the pool (if it has been closed for more than 4 weeks). Your public health unit will then do an inspection of the pool before it can be opened.

For more information about re-opening pools (cleaning, supervision, etc.)– refer to the [Regulations!](#)

Disclaimer: The answers provided above are for information purposes and do not constitute legal advice. ■

CCI NATIONAL UPDATE!



Constance Hudak,
BA Hon's, MBA

2022 is a major year for CCI National – it is celebrating its 40th Anniversary!

In 1982, a small group of professionals working with and for condominiums met in Toronto and formed CCI. This small group represented chapters, largely in Ontario, and created an organization to promote knowledge, education, and training for condominium directors. For those of you on a condominium board, imagine the void that would exist without such training. These pioneering chapters have now expanded such that CCI is present in all provinces except Quebec and totals 17 chapters including CCI Eastern Ontario. Celebrations will commence at our virtual National Conference coming up on May 28th (stay tuned for details), and then at our first on-the-ground, real-and-in-person, National Leader's Forum planned for Kingston in the fall!

Every Chapter is active not only in education and seminars, but also in working with their respective provincial governments on legislative change vis à vis condominium laws. This is a vibrant and active group across our country. While legislation varies from province to province, the role of the Director encompasses great demands and responsibilities. In recognition of this, CCI National is offering a free webinar on March 30th, from 5-6 pm "Board Member Wellness – Managing Stress, Change and Burnout". Also please avail yourselves of the Resource Centre on the National web site. It is full of useful information gathered from across the country on all matters condominium.

An important initiative is the LCCI – this is the designation for Leader of the Canadian Condominium Institute and its launch was first announced in Volume 29, page 16. This is a new designation to recognize CCI members from any profession or trade who have and continue to contribute knowledge and expertise to CCI and the condominium industry. We hope to be able to announce members from our home chapter who will be recognized later this year.

Constance Hudak, Vice President & Director of CCI-EO & CCI-EO National Council Representative (Ontario Caucus).



So to all CCI volunteers and members across the country – HAPPY 40TH!



ACCOUNTING & BOOKKEEPING

| COMPANY | FULL NAME | PHONE | EMAIL |
|--|----------------------------|--------------------|--------------------------------|
| Condominium Financial | Jim Wallace | 647-250-7260 | jim@condominiumfinancial.com |
| CondoVoter | Sean McKim | 647-689-7507 | sean@condovoter.com |
| CWB Maxium Financial Inc | Lyndsey McNally | 437-688-9181 | lyndsey.mcnally@cwbsmaxium.com |
| McCay Duff LLP | Stephanie Courneyea | 613-236-2367 | scourneyea@mccayduff.com |
| Morrison Financial Services Limited | Matthew Solda, MBA, B. Eng | 416-391-3535 x 117 | msolda@morrisonfinancial.com |
| Ouseley Hanvey Clipsham Deep LLP Chartered Professional Accountants | Jeremy Ouseley | 613-562-2010 x 222 | jouseley@ohcd.ca |

BUILDING MAINTENANCE

| COMPANY | FULL NAME | PHONE | EMAIL |
|-------------------------------|-----------------|--------------|---------------------|
| The Parliament Cleaning Group | Vaughn McKinney | 613-733-7250 | parclean@cleanit.ca |

BUILDING SCIENCES

| COMPANY | FULL NAME | PHONE | EMAIL |
|--|--------------------|--------------------|---------------------------------|
| Bertrand desAutels Consultant | Bertrand desAutels | 613-800-7246 | bertrand.desautels@gmail.com |
| Buchan, Lawton, Parent Ltd. | Carol Hinde | 613-748-3762 | blpottawa@blp.ca |
| Bulldog Commercial Restoration & Waterproofing Inc. | James Brazeau | 613-296-6070 | jb@bulldogcrw.com |
| EXP Services Inc. | Chantal Wegner | 613-688-1899 | chantal.wegner@exp.com |
| Keller Engineering | Andree Ball | 613-224-1594 | aball@kellerengineering.com |
| Keller Engineering | Justin Tudor | 613-224-1594 | jtudor@kellerengineering.com |
| Keller Engineering | Andree Ball | 613-224-1594 | aball@kellerengineering.com |
| Paterson Group Inc. | Christopher Lyons | 613-226-7381 x 306 | clyons@patersongroup.ca |
| PuroClean Restoration - Ottawa West | Deven Raval | 613-455-6167 | draval@puroclean.com |
| Sense Engineering Ltd. | Albert Celli | 613-884-4785 | albert@senseengineering.com |
| Water-Protec Distr. div Northern Innovative Solutions | Anthony Harrand | 343-553-0290 | tony.harrand@water-protec.com |
| WSP Canada Inc. | Stephanie Robinson | 613-237-2935 | stephanie.robinson@wspgroup.com |

CONSTRUCTION AND LANDSCAPING

| COMPANY | FULL NAME | PHONE | EMAIL |
|-----------------------------------|-----------------|--------------|---------------------------------|
| Everest Restoration (Ottawa) Ltd. | | 613-822-7872 | estimate@everestrestoration.com |
| Godfrey Roofing | Mike Godfrey | 613-822-7663 | mike.godfrey@godfreyroofing.com |
| Groupe Fenestra | Jocelyn Bedard | | j.bedard@groupefenestra.com |
| KOTT Inc. | Dany Wester | 613-838-2775 | dwester@kottgroup.com |
| Ottawa Stump Removal | Murray Carson | 613-983-7210 | stingray613@gmail.com |
| Paul Davis Ottawa | Armando Correia | 613-266-6731 | armando.correia@pauldavis.com |

INSURANCE

| COMPANY | FULL NAME | PHONE | EMAIL |
|--------------------------------------|--------------------|--------------------|------------------------------------|
| Arthur J. Gallagher Canada Limited | Andy Swant | 613-852-8683 | andyswant5@gmail.com |
| Atrens-Counsel Insurance Brokers | Tom Gallinger | 905-567-6222 | t.gallinger@atrens-counsel.com |
| ClaimsPro Inc | Shelley Glover | 613-798-1998 x 234 | shelley.glover@scm.ca |
| Gifford Associates Insurance Brokers | Terry Markell | 613-596-9101 | terry.markell@giffordassociates.ca |
| Normac | William Shin | 613-513-8258 | william@normac.ca |
| Palladium Insurance Group | Sylvie Forget-Swim | 613-824-0441 | Sylvie@palladiuminsurance.ca |

OTHER SERVICES

| COMPANY | FULL NAME | PHONE | EMAIL |
|----------------------------|-----------------|--------------|---------------------------------|
| 3D Security | Scott Hill | 613-462-4086 | scott@3dsecurityservices.com |
| Marketplace Publishers Inc | Malcolm A. Dort | 613-823-1772 | marketplacepublishers@gmail.com |

LEGAL

| COMPANY | FULL NAME | PHONE | EMAIL |
|--------------------------|-------------------|--------------------|----------------------------------|
| Common Ground Condo Law | Gareth Stackhouse | 416-467-5712 | gareth@commongroundcondolaw.ca |
| Davidson Houle Allen LLP | Christy Allen | 613-231-8332 | christy@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Melinda Andrews | 613-231-8286 | melinda@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Allyson Browning | 613-231-8359 | allyson@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Victoria Craine | 613-231-8208 | victoria@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | James Davidson | 613-231-8243 | James@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Emily Deng | 613-231-8359 | emily@dhacondolaw.ca |
| Davidson Houle Allen LLP | Nancy Houle | 613-231-8222 | nancy@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | David Lu | 613-231-8253 | david@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Katya Ukrainetz | 613-231-8359 | katya@dhacondolaw.ca |
| Davidson Houle Allen LLP | Jessica Weick | 613-231-8359 x 225 | jessica@davidsoncondolaw.ca |
| Davidson Houle Allen LLP | Cheryll Wood | 613-231-8302 | cheryll@davidsoncondolaw.ca |
| Elia Associates PC | Antoni Casalnuovo | 613-860-0800 | acasalnuovo@elia.org |
| Elia Associates PC | Megan Molloy | 613-860-0200 | mmolloy@elia.org |
| Elia Associates PC | Jonathan Wright | 613-860-0800 | jwright@elia.org |
| Elia Associates PC | Patricia Elia | 613-860-0800 x 802 | patricia@elia.org |
| Elia Associates PC | Richard Elia | 613-860-0800 x 801 | richard@elia.org |
| Gowling WLG (Canada) LLP | Rodrigue Escayola | 613-783-8684 | rod.escayola@gowlingwlg.com |
| Gowling WLG (Canada) LLP | Graeme Macpherson | 613-786-0051 | graeme.macpherson@gowlingwlg.com |
| Gowling WLG (Canada) LLP | David Plotkin | 613-786-0238 | david.plotkin@gowlingwlg.com |

PROPERTY MANAGEMENT

| COMPANY | FULL NAME | PHONE | EMAIL |
|---|---------------------|--------------------|--------------------------------------|
| Alwington Communities | Michael Trendota | 613-777-1676 | contact@alwington.com |
| Bendale Property Management | Vincent Bennett | 613-531-3336 | vbennett@bendale.ca |
| Berg Property Management/Berg Realty Inc | Stefan Novak | 613-612-1808 | sgnovak@outlook.com |
| Capital Integral Property Management | Nadia Freeman | 613-722-1232 | nfreeman@cimanagement.ca |
| Capital Integral Property Management | Dan Fried | 613-722-1232 | dfried@cigrp.ca |
| Condominium Management Group | Gerald Bourdeau | 613-700-8811 | gerry_bourdeau@hotmail.com |
| Condominium Management Group | Ian Davidson | 613-237-9519 | idavidson@condogroup.ca |
| Deerpark Management | David Duncan | 613-745-2389 | dduncan@deerpark.ca |
| DES Services Inc. | Martin Brisson | 613-808-1924 | martin@desservicesinc.com |
| DES Services Inc. | Josee Deslongchamps | 613-301-8570 | desservices@rogers.com |
| Eastern Ontario Property Management Group | Anne Burgoon | 613-918-0145 | anne@eopmg.com |
| Eastern Ontario Property Management Group | Debbie Wilson | 613-918-0145 x 519 | debbie@eopmg.com |
| Goldshield Property Management | Carol Parks | 613-389-3455 | cparks@goldshieldteam.ca |
| iCondo Property Management | Michelle Compton | 613-296-8860 | michelle@icondopropertymanagement.ca |
| PMA Realty Consulting | Andre de Loe | 613-742-5778 x 240 | andre@pmamanagement.com |
| Premiere Property Management Associates | Randy Wilson | 613-236-3902 | rwilson@premierepropertymgmt.com |
| Regional Group | Val Khomenko | 613-291-1274 | vkhomenko@regionalgroup.com |
| Reid Property Management | Mike Fraser | 613-738-4646 | mfraser@reidmanagement.com |
| Reid Property Management | Fran Graf | 613-738-4646 | fgraf@reidmanagement.com |
| River City Property Management Inc. | Chantal Richards | 613-498-1598 | crichards@rivercityproperty.ca |
| S. Shaver Management | Sharon Shaver | 613-541-1190 | shaver@rcshost.com |
| Sentinel Management Inc. | Chris Andrews | 613-736-7807 | candrews@sentinelmanagement.com |
| Sentinel Management Inc. | Cindy Johnston | 613-736-7807 | cindy@sentinelmanagement.com |
| Sentinel Management Inc. | Noah Johnston | 613-736-7807 | noah@sentinelmanagement.com |
| Sentinel Management Inc. | Cindy Johnston | 613-736-7807 x 200 | cindy@sentinelmanagement.com |
| Strata Management Inc. | Chris Jade | 613-822-0701 | condo@stratamgtinc.com |
| UpperBee Inc. | Mark Bush | 613-935-6999 x 222 | mark@upperbee.com |

REAL ESTATE

| COMPANY | FULL NAME | PHONE | EMAIL |
|--|-----------------|--------------|--------------------------|
| Royal LePage Performance Realty, Brokerage | Robert R. Hof | 613-238-2801 | roberthof@royallepage.ca |
| Terra Firma RE [Solid Rock Realty] | Michael Lewicki | 613-721-7434 | mike@terrafirmare.ca |
| Valecraft Homes | Diane Brunet | 613-837-1104 | dbrunet@valecraft.com |

Live in **PEACE OF MIND**

With the complete solution
against water damage

Did you know that the majority of insurance claims are related to water damage?

Whether it's a leaky faucet, an outdated dishwasher, or a poorly connected washing machine, there are many causes that lead to high repair costs. It is therefore not surprising to see insurance costs increase considerably. These are issues that many condominium corporations are facing. We have a solution: prevention!

SERIE  Our system at its best

Detects and stops water leaks to prevent most water damage and be notified right away.

Track the status of your equipment in real time across all your devices.

Up to 60 aeras, unlimited number of sensors and when a sensor is unintentionally moved, you will be notified also.



NORTHERN INNOVATIVE SOLUTIONS

343 553-0290

water-protec.com

They're ready!

Better have the right mats!



Carpet & Matting Care

613-733-7250 • www.cleanit.ca

Email: parclean@cleanit.ca



STRATA 
MANAGEMENT INC.



**Condominium Corporation
Management**

An Ottawa-based company
with over
30 years experience
in all aspects of
property management

*Relationships Built
on
Exceptional Service
and Expertise*



Phone: 613-822-0701
www.stratamgtinc.com



Entering the new STRATASphere

Canadian Condominium Institute
National Conference 2022



[click here to register](#)

SATURDAY, MAY 28, 2022

Register at cci.ca

An event not to be missed by Condo Board Members, Owners, and Industry Suppliers!



Virtual
**EASTERN ONTARIO
DIRECTOR'S
COURSE**



Beyond the Basics

May 4, 11, 18 & 25, 2022

Time: 5:00 – 7:00 p.m. ET

Location: On your device
Fee: Members Complimentary
Non-Members \$275.00

*(cost is non-refundable after April 29th.
Includes all 4 sessions, PDF materials
and recordings)*

Beyond the Basics & Next Step in Director Training

Today Condominium Directors are required to complete a brief and basic on-line course, at a minimum, through the Condominium Authority of Ontario (CAO). CCI Eastern Ontario Director's Training takes you "Beyond the Basics" and is the "Next Step" to dive deep into all aspects of the legal duties and responsibilities of Directors. Experts in condominium law and management will walk participants through detail, case law and practical interpretations. Questions between experts and participants are key features of this comprehensive learning experience. Directors will be provided with detailed materials for reference to support them in their new and important role.

This Advanced Director's Course is in four (4) parts! (Advanced course material not covered by the Condominium Authority of Ontario's online Director Training.

[Click here for more information and to register](#)

**Complimentary
Registration**

Canadian
Condominium
Institute
CCI
Institut
canadien des
condominiums
Eastern Ontario Chapter

Don't Go Chasing Waterfalls ... or Windows

Wednesday, April 27, 2022

5:00 PM to 7:00 PM - Zoom Webinar

Panel Discussion on Leaks and Window Replacement/Retrofit programs
LEAKY WINDOWS? DRAFTS? NOISE?

Make them disappear and find out how. YOU HAVE CHOICES – you can replace or you can rehabilitate them. Learn from the experts so that you can make the best decision for your site.

SPEAKERS



Stephanie Robinson,
P.Eng.
WSP Canada Inc.

Stephanie Robinson is the Director of Eastern Canada Building Sciences for WSP Canada Inc. Based in Ottawa, Ontario, she has over 14 years' of experience in investigation, design, contract administration and construction review of building envelope components for new and existing construction in Canada and the United States. Stephanie specializes in replacement and renewal of cladding assemblies, reserve fund studies and capital planning advisory services; she leads technical decisions for project teams across the country. Stephanie has served on the Board for the Building Envelope Council Ottawa Region (BECOR) and currently sits on the Board of the International Institute of Building Enclosure Consultants (IIBEC), Quebec Ontario Chapter.



Jocelyn Bédard
President, Groupe Fenestra

Jocelyn Bédard is the founder of Groupe Fenestra. He is an expert in sealing building envelopes. He founded and operated Zerodraft Quebec, a Building Envelope Specialist.

He has a talent for returning existing windows to, or beyond, their original performance. This often involves using his inventive mind and problem solving skills, to develop new components, especially those that increase the energy efficiency.

His interest in sustainability based business began in 1994, when he founded Bioverdure, the first certified organic fertilization company in Quebec. Before that he was a helicopter pilot assigned to forest fires in northern Quebec. He has received training in machining, welding, hydraulics, etc.

His practical background and creativity, along with his interest in sustainability are Fenestra's cornerstone capabilities.



MODERATOR:
Val Khomenko
Icon Property
Management

Val Khomenko is a senior condominium manager with Icon Property Management based in Toronto, ON. While a former resident of Ottawa, Val continues to contribute to CCI Eastern Ontario by serving on Management Advisory Committee & Education Committee respectively. Val entered the industry in 2014 as an administrator and has grown exponentially in his roles since. His dedication and commitment to the industry is limitless.

Thank You To Our Sponsors



Carpet & Matting Care



DAVIDSON HOULE ALLEN LLP
CONDOMINIUM LAW



[click here for
more information
and to register](#)

Management Advisory Council Member Q&A Interviews



Barbara Enright-Miller
Royal Property
Management



Fran Graf
AL Reid Property
Management &
Consulting Services Ltd.

HOW DO YOU START YOUR DAY?

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

Fran Graf: News.

Barbara Enright-Miller: Sorting through the emails with an iced coffee.

HOW DO YOU PLAN YOUR DAY?

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

Fran Graf: Depends on the day, try to do by scheduled items.

Barbara Enright-Miller: I live by the calendar for meetings, time-lines, projects, and emails are the new source of work, usually each email comes with it something to do over and above what you have planned for your day.

WHAT IS YOUR PREFERRED METHOD OF COMMUNICATION?

(Phone call, email, both?)

Fran Graf: Email.

Barbara Enright-Miller: Email

HOW MANY EMAILS DO YOU RECEIVE A DAY?

Fran Graf: 201-300.

Barbara Enright-Miller: 201-300.

WHAT TIME DO YOU START YOUR DAY?

Fran Graf: 5-6 am

Barbara Enright-Miller: 7-8 am

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

Fran Graf: With a team.

Barbara Enright-Miller: I have an admin.

WHAT DO YOU DO TO RELAX AFTER A LONG DAY?

Fran Graf: Have a beverage that's a bit stronger than a glass of milk.

Barbara Enright-Miller: Have a beverage that's a bit stronger than a glass of milk.

WHAT DO YOU USE TO MANAGE YOUR DAY?

Fran Graf: Traditional, with a physical day planner.

Barbara Enright-Miller: On my phone.

HOW MANY YEARS HAVE YOU BEEN IN THE CONDO BIZ?

Fran Graf: 20+ years.

Barbara Enright-Miller: 20+ years.

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

Fran Graf: Condo management is a babysitting service!

Barbara Enright-Miller: Condo living is not for everyone, there are rules to follow and make sure you are aware what type of condo you are buying into, because you cannot change it after the fact if there is something you don't like....do your research and see if its a good fit for you and your lifestyle.

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?

Fran Graf: Just how needy people are!

Barbara Enright-Miller: Condo management is not for the faint of heart, its tough sometimes, people often do not like what you're telling them or what you are trying to enforce. Be prepared for friction...Condo managers are generally a complaint department, normally they don't call to say "good job" its usually a call to complain that something is going wrong. In this field you have to wear a lot of hats, councilor, paramedic, police, teacher, lawyer, engineer, banker, investor, dog catcher, fire safety person, human rights overseer, coronor, you name it we do it...condo management is like a big buffet table, no matter what the issue is the Manager is the first line of defence often whether or not its our job.

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

Fran Graf: Virtual.

Barbara Enright-Miller: Virtual for all meetings.

PROTECT YOUR ASSETS WITH AN **Insurance Appraisal**



NORMAC has been the go-to company for insurance appraisals in Canada for over 20 years. We deliver peace of mind with our industry-leading reports and unrivalled customer service.

We offer:

- Accredited appraisers
- Competitive fees
- Complimentary updates
- Quick delivery of reports
- Proactive appraisal management

Request a Quote Today!

✉ | info@normac.ca | 🌐 | www.normac.ca | ☎ | 613.513.8258

ONLINE VOTING VIRTUAL MEETINGS TELEPHONE VOTING

Making it easier to
maximize participation

Automated notices and
reminders

Owner validation, audit logs,
and a diarized history of
votes



condovoter.com

1-800-728-8393 • info@condovoter.com



Contributing to CCI **CONDOCONTACT** EDITOR'S CONTACT INFORMATION

A benefit of CCI membership is the opportunity to share perspectives with one another by contributing and reading articles in CCI Eastern Ontario's quarterly newsletter *CondoContact*.

If you are a condominium director, owner or manager, and have a unique tale to tell or advice to relay to other condominium boards, let us know! If you are a professional or represent a trade company offering services or product to condominiums and have relevant articles, let us know!

The subject matter should be current, concise and helpful. Topics should relate to management and operations of condominiums and not be of a commercial nature.

Articles may be forwarded to:

Canadian Condominium Institute
Eastern Ontario Chapter
78 George Street, Suite 204
Ottawa, Ontario K1N 5W1
Email: info@cci-easternontario.ca



CCI IS ON FACEBOOK!



Keep up to date on what's happening across the country with CCI-EO by becoming a fan.

- Search:
- Canadian Condominium Institute – Eastern Ontario
- National Office

The more fans...the more condominium information that we'll get out there.

✓ **BECOME A FAN TODAY!!**

✓ **Find us on Facebook**

❓ **Did your corporation undertake any important projects recently?**

❓ **Do you have a success story?**

❓ **Did you learn lessons the hard way?**

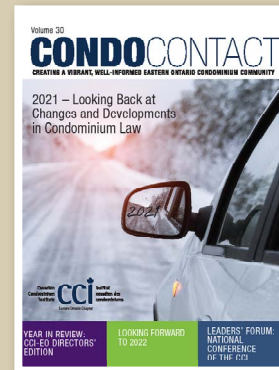
Whether you are a director or a property manager, please do share these valuable stories. Feel free to contact CCI and we will assist you in writing your article.

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 as low as \$170 for a quarter page ad.
- The Newsletter Advertising Rate Sheet may be found on our website at **CCI-EasternOntario.ca**

Supporting Your Community.



ELIA ASSOCIATES
CONDOMINIUM LAWYERS
CONDOCENTRIC.ca

1

Serving all of Ontario with offices in Oakville, Barrie, Toronto and Ottawa

Toll-Free: 1.866.446.0811 | **Email:** info@elia.org



/condocentric



@condocentric



/condocentric

ELIA ASSOCIATES PC
BARRISTERS & SOLICITORS

**Condominium
Lawyers**



KELLER ENGINEERING

YOUR CONDOMINIUM ENGINEERS

www.kellerengineering.com



SERVING EASTERN ONTARIO SINCE 1982

OTTAWA

613-224-1594

KINGSTON

613-507-7536