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# CONDOCONTACT

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CCI Eastern Ontario (CCIEO)



1 Eglinton Ave. E., Suite 705  
Toronto ON M4P 3A1



**Telephone:** 416-915-3020 x 155



**E-mail:** [info@cci-easternontario.ca](mailto:info@cci-easternontario.ca)



**Website:** [CCI-EasternOntario.ca](http://CCI-EasternOntario.ca)



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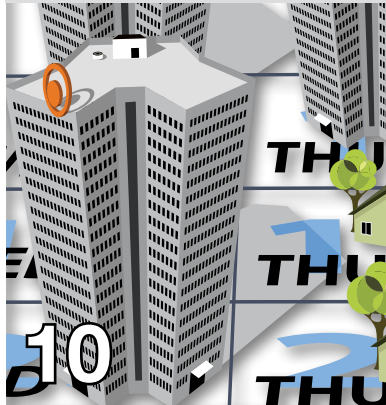
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Nancy Houle, LLB, DSA, LCCI  
President, CCI Eastern Ontario  
Lawyer/Avocate  
Davidson Houle Allen LLP

## Message from the President

I write this only days after another successful conference by our Chapter. It was wonderful to connect again, in person, with fellow industry peers, service providers, directors and fans of condominium living!

Each time I attend one of our events, it reinforces my belief in the benefit and need for the Canadian Condominium Institute to support the condominium community, and particularly our Eastern Ontario Chapter. The sharing of resources and knowledge, and the general camaraderie, provide a fantastic space for us to grow, and support each other, as a community.

On behalf of your CCIEO Board, I encourage you to take a moment to review the fantastic content that we have in every issue of *CondoContact*, from the 'new members' section, to the educational articles, to the information about each of our valued sponsors. We hope that you are finding opportunities in the *CondoContact* to see who you can connect with at our next event or how to expand your list of professional services/vendors.

As we move into fall, and another change of seasons, there are two constants that I find are always true about condominium living in Eastern Ontario:

1. Like the seasons, the industry is always changing! To that end, I encourage you to find your resources to keep you informed!

2. CCIEO will always be here to support you, whether you're a professional member, business member or a condominium director and/or owner.

As I reflect on the past few months, I would also like to take a personal moment, on behalf of myself, the current and past members of the Board of Directors, and I am sure many in the industry, to recognize that our industry and our chapter, has recently lost one of the founding members of the Canadian Condominium Institute following a battle with cancer.

Norean Harris was a great advocate of condominium living and a wonderful, thoughtful, and kind person, who extolled the virtues of working together for a common goal. Norean cared deeply about the industry, and the people she worked with, and on behalf of. She will be deeply missed by many, and her presence will be remembered fondly. I hope that you take a moment to read the beautiful tribute to Norean found at page 22.

*Sincerely,*

*Nancy Houle, President*

*Canadian Condominium Institute Eastern Ontario*

## NEW MEMBERS

### INDIVIDUAL

Michael B. Murphy  
Angela Briffett  
Sierra LeBlanc  
Samantha Landon

### CONDO CORPORATION

CCC 0090  
CCC 0107  
CCC 181  
CCC 132

### PROFESSIONAL (PRIMARY)

**Nailah Ramsoomair**  
Gowling WLG (Canada) LLP

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# Message from the Editors



**T**o begin, we pay tribute to a founding CCI member that had a profound impact on CCI. Norean Harris will be missed by the condominium industry and all those she worked with and for. Please look for a beautiful tribute to Norean prepared by her colleagues.

With the change of season, there are changes to the condominium industry. This edition touches on a few important issues facing condominium corporations right now.

## Changes to the *Condominium Act, 1998* (the “Act”):

- There is a brief summary of the upcoming changes that take place on October 1, 2023. Spoiler alert: *Virtual meetings* are here to stay. As a result, we asked for comments on virtual meetings and their place in the condominium world:
  - **Steve Christison** takes a look at virtual meetings and the impact from an engineering perspective.
  - We also hear from Directors about their views on virtual meetings.
- **Melissa MacDonald** provides her perspective on changes that could be made to the Act to help foster a safer environment for managers and others in the condominium industry.

## Striving for safer communities:

- Speaking of safer environments, **Antoni Casalnuovo** and **Dylan Parobec** look at strategies for conflict management and navigating the changing demographics in condominiums.

## Other key features to look for in this edition:

- CCI National Update – comments from a member of a National Committee;
- Editor's summary – an information round-up of webinars and articles from CCI National and other chapters.
- Information on upcoming CCI events that you don't want to miss.

We hope everyone has had a joyful summer and is embracing the warm weather and time with their families and loved ones. As we move into fall, we wish you all the best.

*Cheryll and Mike*

## 2022/2023 BOARD OF DIRECTORS

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## INFORMATION ROUND-UP: EDITORS' SUMMARY

### HERE'S OUR SUMMARY OF HELPFUL WEBINARS AND OTHER RESOURCES FROM CCI CHAPTERS

#### Comments from the Electrical Safety Authority:

We are in the Electric Vehicle (EV) generation. A full 45% of Ontarians are considering buying an EV, and they will need somewhere to charge them in their place of residence. Any condo and apartment building in Ontario considering installing Electric Vehicle Charging Stations (EVCS) must file an electrical permit beforehand.

The Electrical Safety Authority regulates and promotes electrical safety in Ontario, and following the correct permitting and installation processes are key to this. We are here to support you to help ensure the proper steps are taken to ensure safe installation, regulatory compliance and long-term safety considerations are taken to future proof the EV charging capacity of your buildings.

In that spirit, we have developed an easy-to-follow guide to installing EVCS, including how to make sure you have correctly filed an electrical permit and to make sure installation is done by a Licensed Electrical Contractor. We have also developed an accompanying checklist as an easy point of reference.

[The EVCS guide and checklist can be found here.](#)

We would be happy to have a conversation with you about electrical safety in your buildings, especially when it comes to EVs, so please let us know if you have any questions or concerns.

Sincerely,  
The Electrical Safety Authority



#### WEBINARS/SEMINARS TO CHECK OUT:

- **October 19, 2023** – CCI Eastern Ontario – Strategic Communications
- **October 25, 2023** – CCI Eastern Ontario – Annual General Meeting & Education Session
- **November 1, 8, 15, and 22, 2023** – CCI Eastern Ontario Condominium Director Certificate Program
- **December 6, 2023** – Holiday Lunch and Case Law Update



#### RESOURCE CENTRE (CCI-NATIONAL):

- [Here comes the Judge.....er Auditor General \[Opinion\] A Look at the Industry from A Business Perspective](#)  
A look at the audit of the CAO and CMRAO by the Auditor General and comments on the condominium industry.
- [The Importance of Cleaning Catch Basins in Building, Garages, and Parking Lots](#)  
A well-maintained infrastructure not only enhances the aesthetic appeal of a building but also plays a significant role in preserving the environment. Catch basins, commonly found in building garages and parking lots, serve as essential components of storm water management systems.
- [Making tough decisions – Tips to assist Directors Communicate Legal Obligations](#)

These are just a few of the many relevant and helpful articles that you can find in the Resource Centre.

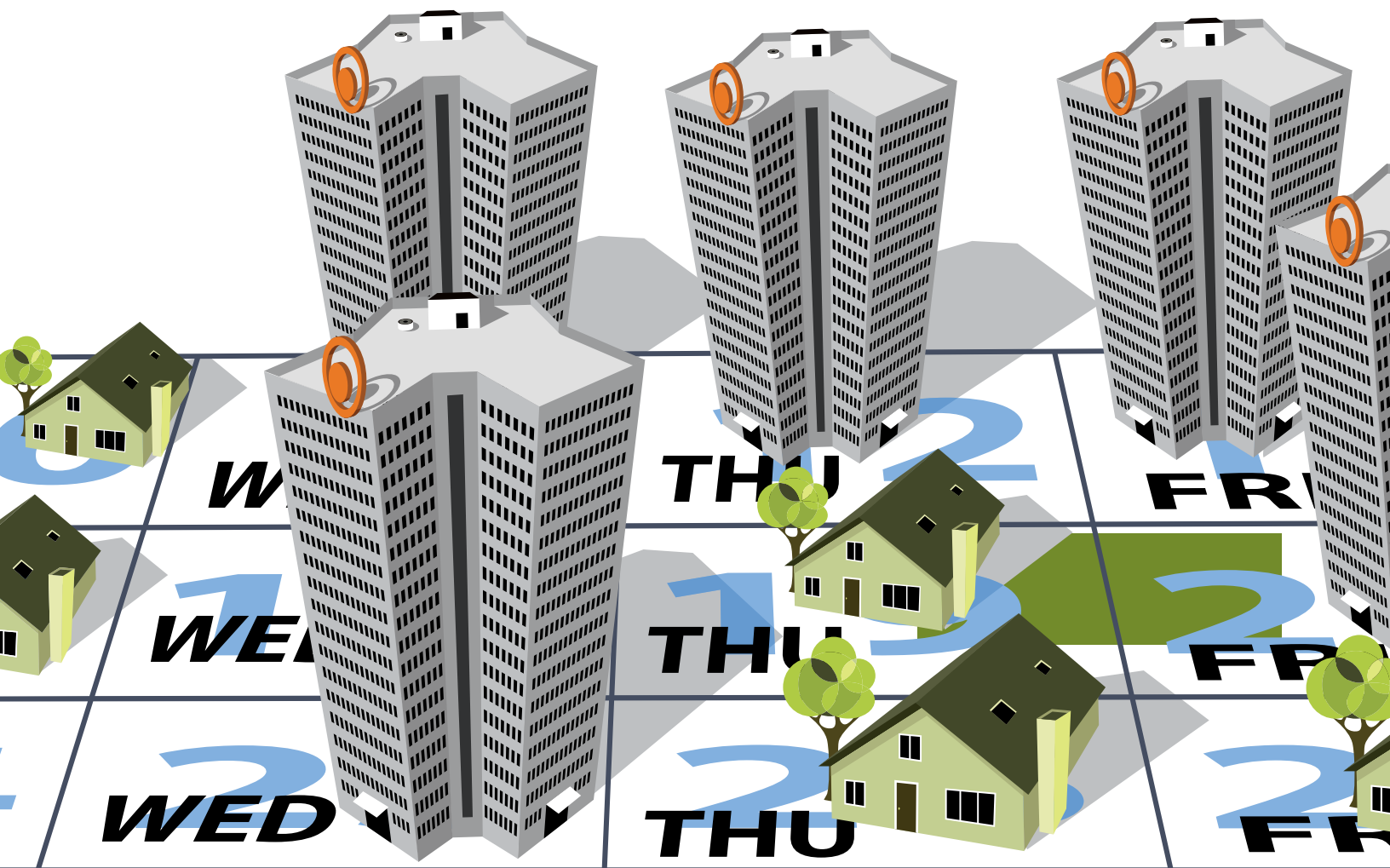


#### RECENT CASES:

Are you curious about recent case law from across Canada? Check out Condo Cases Across Canada ([www.CondoCases.ca](http://www.CondoCases.ca)), published by Jim Davidson, exclusively for CCI members!

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

Have you seen a webinar, article, or blog post that helped your condo or do you know someone in the condo industry that you think our readers would like to hear from? LET US KNOW AT [info@cci-easternontario.ca](mailto:info@cci-easternontario.ca)



# Changes to the *Condominium Act, 1998* – effective October 1, 2023

By Cheryll Wood  
Lawyer, Davidson Houle Allen LLP  
Co-Editor, *Condo Contact*

**Bill 91:** “Less Red Tape, Stronger Economy Act, 2023” received Royal Assent in June. This bill implements some amendments to the *Condominium Act* among other acts. The changes to the condominium act come into force on October 1, 2023. The main purpose of the changes are to:

- Facilitate the transmission of notices and other condominium documents virtually; and
- Allow corporations to conduct virtual/hybrid meetings and conduct voting either virtually, in person or in a hybrid form.



If this seems familiar – that is because it is. Many of the changes are currently dealt with under the temporary provisions to the Act that expire on September 30. There are also a couple of other amendments to be aware of. Although you are likely already familiar with the temporary provisions, this article summarizes the changes and provides comments on what condos should still consider in light of the changes.

### Changes to Owners' Meetings

The amended Act will allow owners meetings to be held in virtual or hybrid format, so long as owners are able to “reasonably participate” in the meeting. The term “reasonable participation” is not defined as a part of the changes.

The amendments also make minor changes to other sections to confirm that, should the meeting proceed virtually, the notice of meeting is not required to specify a place of the meeting (this is due to the meeting being held “virtually” through a video conferencing platform).

### Changes to Board Meetings

Board meetings will also be permitted to be held virtually or by hybrid means. Virtual/hybrid meetings will be permitted so long as directors can “communicate with each other simultaneously and instantaneously.”

The amended Act also removes the “unanimous consent” requirement to initiate virtual/hybrid board meetings. So long as your corporation does not have a by-law requiring unanimous consent, virtual board meetings can proceed without obtaining the consent of all directors.

Additionally, Section 35(3) which sets out the content of the notice for meetings of directors has been amended to require that Directors be advised how to attend the meeting and given instructions for virtual participation if that option is available.

### Changes to Voting (Allowing for Electronic Voting)

The amended Act will allow owners to vote either electronically, in-person, or by proxy. Electronic voting can be completed via telephone,

fax, or an electronic balloting software. The corporation’s records must also include a record of any votes cast at meetings, regardless of how the vote was cast (whether it be electronically, in-person or by proxy).

One key change that was not previously in the temporary provisions – or not clearly set out – is the ability of an owner to be deemed present at the meeting by casting a vote in advance of the meeting. The change to Section 45 of the Act - to add subsection 9 - confirms that a person that casts a vote in advance of the meeting is deemed present.

### Notifying Owners Electronically

The amendments allow condominium corporations to deliver meeting notices and other materials to owners electronically, subject to any by-laws that prohibit it and so long as the owner doesn’t advise that notice cannot be delivered in that manner.

This removes the requirement to obtain consent of owners to provide notices electronically. Conversely – it puts the obligation on owners to notify the Corporation if it does not wish to receive notices that way.


### Additional changes

The definition of electronic and telephonic means was moved to the general definition section of the Act to make it applicable to the whole act.

Additionally, there are specific provisions within the amendments to allow condominiums to pass By-laws specific to its own community in order to specify or limit how meetings can be held. ■



# An Engineer's Perspective on Meetings



Steve Christison, P.Eng.  
Building Condition Assessment  
Practice Lead

For many people, it has been just over 3 years since they attended their first online Zoom meeting. Those early days were a mixture of people learning where the mute button was, hiding the fact that you were not wearing real pants and, at least in my case, finding out that I was balding because the web camera provided a different angle of the top of my head that I never really noticed before.

Everyone can agree that those early days were challenging; however, it required us to look at new ways to meet and discuss the running of a Condominium Corporation and by forcing us to get away from the old methods, it has made us find a better way to do business.

Prior to the pandemic, almost all board meetings I attended were either completed in person or on the rare occasion, a conference call. These meetings almost exclusively occurred during the evening in either the common room

of the building or in a Board member's unit and would involve the engineer providing the Board with a summary of their report, a discussion of a construction project, or the nuances of their Reserve Fund Study. While some business could occur to move projects ahead, most meetings consisted of the engineer receiving the Board's comments and then providing new information to the Board at a later date. Due to the limitation of the available technology, these meetings were more commonly information meetings than a meeting where real business could be completed.

Once we were forced online, the advantages of this model very quickly became apparent. The benefit that was noticed almost immediately was the flexibility in scheduling that this model provided. One of a property managers' biggest challenges is trying to coordinate 5 to 6 people's schedules, and this becomes even more difficult if your community and your Board is made of a group of people in different stages of their life. When Board meetings were exclusively in person, the Board would generally meet once per month and would attempt to get through all of that month's business in

that time. If the Board invited a guest to that meeting, it involved coordinating an additional person's time and could cause a several month delay on business because of the attempt to coordinate another person.

The flexibility of online removed many of these hurdles. While coordinating multiple people is still difficult, the removal of the time it takes to travel to a specific location greatly increases the availability of most. While the majority of the Corporation's business still occurred at these larger monthly meetings, more pressing business that previously would need to take an hour to hour and a half out of someone's day could now be performed in a smaller 15 to 30 minutes online call. Further, since no one had to travel to a specific location, anyone who was to attend the meeting could attend from wherever their current location was. I have personally had a meeting where I was taking the call from my office, several Board members were in a common room at the building, one board member was in Florida, and another was in Spain.

Travel time also has a large cost associated with it that may not be known to Board members. When attending a meeting, a professional will generally charge for the time they take to get to the meeting as well as the time to get back (and the chit-chat and extended introductions and hand shakes). In many cases, the cost of travel of the meeting will exceed the cost of the meeting itself. The Corporation saved several hundred dollars by simply having the meeting online instead of in person.

Online meetings have also caused a substantial shift in the way we as professionals have presented to Boards. Previously the preparation for in-person meetings would consist of providing the Board with a version of our report prior to the meeting and then printing out handouts of specific items we wished to discuss in more detail with the Board. The meeting itself would generally only focus on the handouts provided by the engineer at the meeting as several Board members did not have a way to print the earlier provided documents and the engineer would take notes about the Board's comments and requests. Changes to the report would then be made by the engineer in the coming days after the meeting where they would then send a revised report to the Board which would not

be discussed again until the time of the next Board meeting where the Board again would have new comments which would have to be forwarded back to the engineer for changes to the report and which the changes would not be reviewed again to their next Board meeting. Even pressing business such as determining the next year's budget would take several months, as modifications to the reserve fund study were only being made and reviewed once per month. Because of these timeframes, many Boards found themselves in a situation where they are setting the next years reserve fund contribution based on draft reserve fund study where the recommended funding plan was still in flux.

Even prior to the pandemic, the industry knew this method was inefficient and were looking at alternative ways to present the information. Meetings were beginning to be held more commonly in Board Rooms or other common rooms where reports could be projected onto a shared screen and therefore more real time changes could be performed. Instead of the Board being expected to print documents out before the meeting, the report could be projected onto the screen and be discussed in a more directed fashion. For Reserve Fund Studies, different funding plans could be examined in real time and in many cases a funding plan could be determined prior to leaving the meeting.

By projecting our reports on a shared screen, we were able to make the meetings much more efficient; however, as the engineer, there still remained several issues that would lead to a shortened but inconclusive meetings. While we could now make semi-real-time changes to the report, we were still only limited to the information that was brought to the meeting which generally was only a working copy of the report. While discussions during these meetings could commonly turn to other projects going on at the complex or finer details within the discussed report, visual representations of these items could not be presented since the engineer did not have access to it.

Online meetings brought the next level of projecting to a common screen with the use of screen share. Screen sharing is the ability for a presenter to show their screen to the other people within the meeting while being able

to still review other information on other display monitors. While similar to projecting your screen onto a board room screen or projector, having the screen closer to the participants made for easier viewing and more directed conversation. Further it allows the presenter to be able to multi-task during the presentation by being able to display the pertinent information to the participants while having easy access to supplemental information on other displays.

The biggest advantage to the online screen sharing model to the projection in a common space model is the engineer has full access to all of their information they have on the file and potentially on the building. While previously at in person meetings, you may speak about a specific problem, the engineer was generally limited to what they prepared for the meeting. Specific photos or background information was generally limited to what was referenced within the report and could be shown on the common screen. With screen sharing and having access to online servers, the engineer has full access to their entire company information. Information can also pass in the reverse direction as Board members or Property Managers might have additional information concerning ongoing issues within the Corporation that they can easily pass to the engineer during the meeting.

With the ability to pass more detailed information back and forth in a real time, discussions during the meeting become much more directed to issues that are impacting the Corporation at that time. Further, being able to provide backing information during the meeting allows for even more real-time changes to reports as many times the impacts of the new information can be evaluated during the meeting instead of having the delays of sending it after the meeting and the correspondence that comes with that.

There will always remain cases where an in person meeting will be more appropriate; however, for the vast majority of the Corporation meetings with consultants, online meetings will result in more efficient and informative meetings. In the words of the most famous engineer, Leonardo Davinci, "Virtual Presentations for Reserve Fund Studies Are here to Stay, And That's Not a Bad Thing". ■



# A Director's Perspective

In recent times, the corporate world has experienced a dramatic shift towards virtual meetings, a transformation that has been especially beneficial for property management and its key stakeholders. As we embrace the digital age, traditional in-person gatherings are being replaced by innovative and convenient virtual alternatives.

## Convenience

One of the primary benefits of virtual meetings for directors and property managers is the significant time saved due to the elimination of commute time. Traditionally, professionals had to travel to designated meeting spaces, which often resulted in lost hours and increased stress. With virtual meetings, participants can attend from wherever they are - be it their office or the comfort of their home, making it incredibly convenient.

## Flexibility and Inclusivity

Virtual meetings not only benefit directors and property managers but also make it easy for contractors, owners, or other professionals to participate in specific agenda items. This newfound flexibility ensures that important stakeholders are not excluded due to logistical constraints and can contribute to discussions that concern them directly.


## Access to Information

For those who prefer paper files and documen-

tation, virtual meetings offer a significant advantage. Participants can have all relevant files at their fingertips during discussions, enabling them to provide informed insights without the hassle of flipping through numerous physical documents.

## Cost Savings

Apart from time, virtual meetings also help save money. The most apparent cost savings come from reduced commuting expenses, as participants can avoid spending money on gas and



Interviews conducted by  
Natasha Mayhew, Eastern Ontario  
Property Management Group

One of the primary benefits of virtual meetings for directors and property managers is the significant time saved due to the elimination of commute time.

# Effective on Meetings

parking fees. Additionally, parents can save on babysitter costs when they attend virtual meetings from home, creating a win-win situation for all involved parties.

## Environmental Impact

By eliminating the need for physical travel, virtual meetings make a significant contribution to reducing traffic pollution. As fewer vehicles hit the roads, there is a subsequent decrease in carbon emissions, making virtual meetings an eco-friendly choice that aligns with sustainability goals.

## Weather-Proof Meetings

Unlike traditional meetings, virtual gatherings can continue uninterrupted even during inclement weather. Harsh weather conditions, which might have otherwise led to meeting cancellations or delays, are no longer a hindrance to effective communication and decision-making.

## Enhanced Meeting Experience:

Screen sharing is a revolutionary feature that transforms the way participants interact during meetings. From viewing budgets and financial documents to regulatory reports, screen sharing enhances engagement and ensures all participants are on the same page, fostering a more collaborative environment.

## Flexible Meeting Times

Virtual meetings accommodate diverse schedules effortlessly. Professionals can join in from home during lunch breaks or after work, providing more flexibility in managing their time. This freedom to choose the meeting time allows for greater work-life balance and the option to utilize evenings for personal pursuits.

## The Convenience of Recording

While recording meeting minutes may be frowned upon in some circles, it remains a valu-

able feature for many. Recording virtual meetings provides participants with the ability to revisit discussions, ensuring that no crucial details are missed. Cloud-based recordings offer a convenient and accessible archive that aids in refreshing memories and clarifying decisions made during the meeting.

## Conclusion

As technology advances and the world moves toward a more interconnected future, the advantages of virtual meetings for property management become increasingly apparent. From time and cost savings to environmental benefits and enhanced meeting experiences, the transition to virtual gatherings is revolutionizing how we conduct business. By embracing this digital revolution, property management professionals can work more efficiently, inclusively, and sustainably, ensuring a prosperous and brighter future for the industry. ■

# Condominium Director's Certificate Program

Condominium directors have important responsibilities. That's why CCI has offered a Condominium Director Certificate Program to provide condominium directors with a general understanding of their obligations, establish best practices for good governance, and foster a positive community culture. The training consists of 8 courses.

You will receive a certificate of completion at the end of each course. You can take one, or as many as you like. To receive the Condominium Director Certificate, you must complete all eight courses.



## Upcoming courses:

---

**Condominium Directors Certificate Program 105 - Reserve Fund Fundamentals**  
November 1, 2023 | 6:00 pm - 8:00 pm

**Condominium Directors Certificate Program 106 - Meeting Fundamentals**  
November 8, 2023 | 6:00 pm - 8:00 pm

**Condominium Directors Certificate Program 107 - Record, Return & Certificate Fundamentals**  
November 15, 2023 | 6:00 pm - 8:00 pm

**Condominium Directors Certificate Program 108 - Repair, Maintenance & Change Fundamentals**  
November 22, 2023 | 6:00 pm - 8:00 pm

**[REGISTER NOW](#)**

# 2023 OTTAWA CONDOMINIUM CONFERENCE

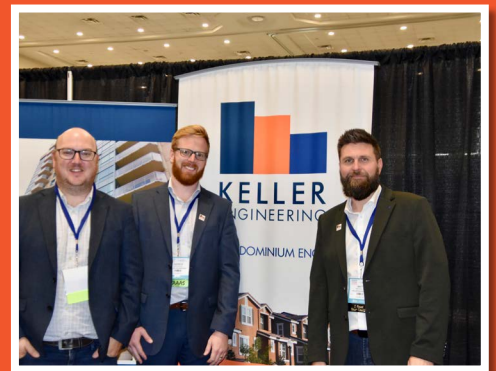
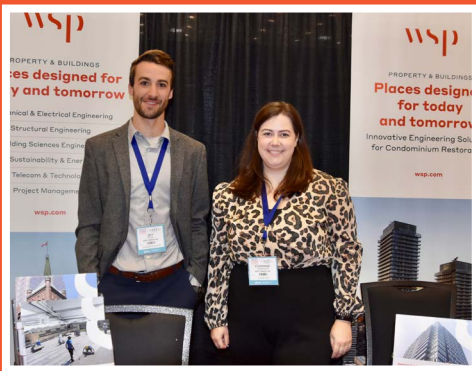
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This year's Condo Conference was a smashing success thanks to your attendance and support.



# Managing Conflict Amidst An Influx of Demographic Changes

The age-old adage, “an ounce of prevention is worth a pound of cure,” has gained renewed significance, especially for condominium boards adapting to rapidly changing demographics in the province of Ontario. We are witnessing a shift in the fabric of condominium living, that is often overshadowed by other “headline” grabbing news.

One of the most notable, but underreported, transitions facing this province's population is the influx of seniors; or as I like to say, those who are in their “golden” years.

In 1971, Ontario's senior population aged 65 or older stood at a modest 700,000, constituting 8.3 percent of its total residents. The most recent statics available are from 2019, and this number increased to 2.5 million, or 17.2 percent of the province's population. The Ontario government currently forecasts that, regardless of immigration levels, by the end of this decade this number will further increase to 4 million, comprising 21.5 percent of the total population. This demographic trajectory is further accentuated by a 2021 Statistics Canada report, which disclosed that 42% of those aged 85 or above opt to live independently, which is a stark contrast to the 7% in the 20 to 24 age bracket choosing the same lifestyle. This translates to a looming surge of seniors considering condominiums as their retirement havens, due to its

access to amenities and without the traditional burdens that come with home ownership.

A ripple effect of this change in demographics is that some residential condominiums are inadvertently being used as *de facto* care homes. Various factors, ranging from health challenges to circumstances that preclude familial care, result in a growing number of seniors residing on their own in condominiums without the support they need. This emergent trend thrusts an unintended responsibility onto condominiums – ensuring the welfare of these elderly residents. And herein lies a problem that is too complex in nature to be solved in this single article. Unless a condominium was developed in partnership with a service provider specializing in care for seniors, the condominium corporation was likely never designed or equipped to take on this role.

Obviously, requiring boards and managers to build a personal relationship with each and every owner, to fully understand their personal circumstances and individual needs, is a tall



By Antoni Casalnuovo  
Senior Litigator, Elia Associates PC

and unrealistic task. Most condominiums simply ask owners to provide emergency contact information which usually consists of family or friends. However, I believe we are selling our seniors short, and condominiums are not seizing a “golden” opportunity (yes, pun intended).

One advantage of this demographic shift is that seniors are often present in their community, when most others might be absent. Their increased on-site presence enables them to not only swiftly detect and report issues, whether it's theft or acts of vandalism, but to deter same. Recognizing the potential role that seniors can play, it becomes imperative to motivate seniors to become engaged in social committees or activities that promote a sense of community. A byproduct of this type of engagement is that it encourages residents to act as vigilant overseers of shared communal spaces.



Dylan Parobec  
Articling Student, Elia Associates PC

With the luxury of time on their side, seniors should be encouraged to take part in social engagements within the community and take on an active role in community governance. Their involvement can span from joining committees, spearheading social initiatives, and lending their life experience and wisdom to the community.

Yet, a formidable challenge persists. There seems to be a glaring unpreparedness, both on the provincial front and within the industry, to accommodate this impending flood of the golden generation to condominium communities. While housing has recently become a hot political issue because of the aggressive immigration targets set by the federal government, it is only part of the story. We need to look at who already lives here and not just who is moving in.

The change in demographics of condominium residents is one of several factors condominium boards and managers will need to balance in maintaining a harmonious community.

But regardless of the demographic shifts in condominium communities, there is always a need for proactive conflict management. Tackling concerns with compassion and precision not only paves the way for peaceful cohabitation, but also ensures condominium boards and managers are best equipped to prevent problems versus dealing with their aftermath. After all, it's better to prepare ahead than to face a storm unaware.

Some quick strategies to help prepare your community to manage conflict are:

### 1. Establishing A Framework:

It becomes paramount to devise appropriate rules around harassment, communication, governance and general behaviour. Life experience has taught me that "common" sense is not always that common. Establishing the basic expectations for all owners is paramount, because over the last decade it has become socially acceptable (and dare I say "cool") to be uncivil. Sometimes people need a reminder about the communal rules and that there are limits to what people can and cannot do in a shared community. This extends to establishing policies, whether embedded in the Rules or on their own, about the appropriate manner of communicating with management, directors and other owners, along with establishing the expectation when a condominium corporation will respond to complaints or concerns raised.

Condominiums, like any employer, should also demarcate what qualifies as harassment. The framework should be all-encompassing, ensuring coverage for everyone – from board members to security staff and even third-party affiliates.

### 2. Active Conflict Mitigation:

Of equal importance is a systematic, transparent rule or policy detailing the corporation's course of action during budding conflicts. While each situation will possess its distinct challenges, a preset guideline can set the framework and expectations how the community will address problems. A clear and concise framework for dealing with any type of dispute, whether it is a breach of the governing documents or a simple nuisance, will help dissolve ambiguities; while at the same time, promote swift and efficient intervention. Crucially, resolving disagreements doesn't always warrant a combative approach. More often than not, potential escalations can be nipped in the bud through level-headed, genuine discussions or by ushering in an unbiased third party like a mediator. Either taking an overtly aggressive posture or solely relying on formal communication can inadvertently fuel the discord, leading to unwarranted tensions and financial implications for both the condominium board and the concerned individuals. Again, each situation depends on the nature of the dispute. Boards should not hesitate to rely on the life experience of their colleagues, managers, lawyers and/or other professionals to deal with a problem when it first arises, versus letting it fester into something more or larger. ■



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# DON'T MISS THESE CCI-EO UPCOMING EVENTS!

OCTOBER

19

**Strategic Communications Webinar**  
October 19, 2023 | 12:00 pm- 1:00 pm

OCTOBER

25

**Annual General Meeting & Education Session**  
October 25, 2023 | 6:00 pm- 7:00 pm & 7:00 pm - 8:30 pm  
*Virtual*

**Condominium Directors Certificate Program 105 - Reserve Fund Fundamentals**  
November 1, 2023 | 6:00 pm - 8:00 pm  
*Education Course - Virtual*

**Condominium Directors Certificate Program 106 - Meeting Fundamentals**  
November 8, 2023 | 6:00 pm - 8:00 pm  
*Education Course - Virtual*

**Condominium Directors Certificate Program 107 - Record, Return & Certificate Fundamentals**  
November 15, 2023 | 6:00 pm - 8:00 pm  
*Education Course - Virtual*

**Condominium Directors Certificate Program 108 - Repair, Maintenance & Change Fundamentals**  
November 22, 2023 | 6:00 pm - 8:00 pm  
*Education Course - Virtual*

**Security in Condominiums Webinar**  
November 29, 2023 | 12:00 pm - 1:00 pm  
*Virtual*

**Legal Panel Discussion & Holiday Luncheon**  
December 6, 2023 | 12:00 pm - 2:00 pm, The Centurion  
*In-Person*

Contact  
[info@cci-easternontario.ca](mailto:info@cci-easternontario.ca)  
about event  
sponsorship opportunities!



Visit <https://cci-easternontario.ca/news-events/upcoming-events> for more information

## THE FEDERAL UNDERUSED HOUSING TAX AND CCI'S ACTION

In late July, CCI wrote to the Honourable Chrystia Freeland to express our concern about the Federal Underused Housing Tax. A copy of that letter [can be found here](#).

To date, we have not yet heard from anyone at the Ministry of Finance.

To show your support of this statement, we encourage you to send a similar message to Chrystia Freeland at the address found in the letter as well as to your local Member of Parliament.

To find your Member of Parliament, simply enter your postal code in the link provided here:  
[Find Members of Parliament - Members of Parliament - House of Commons of Canada \(ourcommons.ca\)](#).

Yours truly,

A handwritten signature in black ink, appearing to read 'Andrée Ball'.

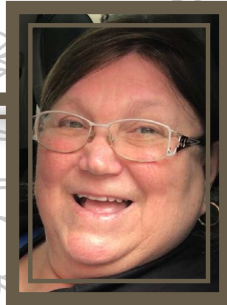
Andrée Ball  
National President

A handwritten signature in black ink, appearing to read 'Nancy Houle'.

Nancy Houle

# Over 4 Decades of Knowledge

## *Remembering Norean Harris*



I was on my way to the office on Monday, August 14th, 2023, when I received the message that no one wants to read; Norean Harris had lost her battle to cancer in her 75th year. As I drove, I reflected on the impact she had on so many, be it our management team and fellow colleagues, the condominium communities she managed, and the industry as a whole.

Norean spent over 40 years contributing to the condominium industry. In addition to watching the industry grow and evolve over the years, she also managed the assets and homes of several condominium corporations; taking them from their early stages following development, right through their life cycles. Overcoming challenges, persevering through fires, floods, legal battles and so much more.

Her management philosophy was simple, she strived to do the very best she could each day. She genuinely cared for the condominium communities she worked with which showed through the personal relationships she nurtured not only with her Boards, but also her family, fellow colleagues, and friends.

It felt like only yesterday, we were chatting about how far the industry had evolved since she had first started. She would recall the time she spent all those years ago on the Board of Directors for what was then known just as the Canadian Condominium Institute (CCI). The struggles the industry had in the 90's, the changes the Condominium Act went through following 1998, the management companies she worked with over the years, the different strategies they had, and fast forward to where we are today, with licensing and the more recent changes to the Act.

I often find myself thinking, if I could only absorb half of what she has seen and what she knew. It was only recently when I realized that while Norean's journey may have ended, her influence remains woven into the fabric of the condominium communities she had the opportunity to work with and the industry she dedicated over half her life to.

While the Condominium Management Industry and the world may have lost a legend, her memory and impact on the industry will live on for decades to come.

Michelle Compton, RCM, OLCM, LCCI

## Remembering Norean Harris

On August 14, 2023, we lost a decades-long member of Ottawa's condominium management community, and a long-time friend of CCI.

Norean Harris was an important and active member of our condominium community for over forty years.

I first met Norean in the early 1980s, when we worked together on the early Boards for CCI Ottawa, and when Norean was at Reid Property Management. We continued to work together on behalf of mutual condominium clients, as Norean moved on to Countrywide Realty, PMA Realty, and then iCondo Property Management.

Norean was an exceptionally sharp and determined condominium property manager. I can remember many occasions when Norean noticed issues that others might not. She often kept me on track in my legal work for our mutual clients.

Norean had been taking care of her usual management responsibilities until she took time off for a summer vacation in July.

On July 17th, some symptoms caused Norean to visit the hospital, and she unexpectedly learned that she had terminal cancer. She passed away less than a month later.

I did not really know Norean outside of our work together on condominium matters. But she often talked about her family, even during our "business conversations." She clearly carried her love for her family at all times.

Norean's passing is a deep loss for our community.

I'm proud that she was my friend.

See Norean's obituary [here](#).

James Davidson, LLB, FCCI

I knew Norean for over 50 years. To her family, she was a mother, grandmother and sibling. To others, she was a friend and, professionally she was a property manager (with Reid Property Management, Countrywide, PMA and ICondo Property Management). Norean was loyal to her family, her friends and to her management clients but she was also honest and not afraid to tell her clients what she thought was best for them.

Norean was a loyal and true believer in CCI. There were many times during the early years of CCI-Ottawa that Norean was asked to volunteer as a board member, board advisor, trade show organizer etc for CCI and she did it all, time and time again.

I am sorry for Norean's family and for CCI that we have lost her.

John Peart, LLB, FCCI (past CCI president and member)



# IT'S TIME TO RENEW YOUR MEMBERSHIP!

**By renewing your CCI-EO membership benefits for 2023-2024, you will receive:**

- Discounted member rates for CCI sponsored courses, seminars, and other events.
- Direct access to certified experts in the condominium industry and profit from their experience.
- The chapter newsletter with up-to-date information, news, and events.
- Access to CCI's Professional & Business Partner Directory.

**As a Business Partner or Professional member, you can also take advantage of great opportunities like:**

- Participating in CCI-EO's corporate sponsorship program - a great way to expand your business profile among the "who's who" of the condominium industry.
- Exhibiting at our educational events and networking with Directors.
- Becoming a valuable industry resource by writing articles for our newsletter and/or becoming a speaker at our education sessions.

**If you have not received your membership renewal notice via email, please contact [info@cci-easternontario.ca](mailto:info@cci-easternontario.ca)**

# Open Letter to Condo Managers

Dear fellow property managers,

My name is Melissa MacDonald, and I am delighted to connect with each one of you. The purpose of reaching out to you today is to address a pressing concern within our industry - the lack of sufficient protection from harassment and abuse. Throughout my professional journey, I have personally experienced instances of harassment and threats from both employees of corporations and influential board members. Unfortunately, the standard advice of "record everything" often falls short in providing us with real solutions. It is disheartening that, as managers, we find ourselves having to work harder to defend against potential claims rather than effectively addressing and preventing harassment itself.

Recognizing the urgency of this matter, I am determined to rally property managers from Eastern Ontario to demand meaningful change. The increasing prevalence of negative environments is making it increasingly difficult to retain managers, which poses a significant threat to the stability and growth of our industry.

To this end, I have already begun contacting CCI, the CMRAO, and the CAO, expressing my concerns. I have also shared these concerns with my local MPPs. If you are interested in helping, I invite you to reach out to me directly. Together, we can raise awareness and garner support from our local MPPs, which is crucial to bringing about the changes we seek.

Specifically, I am seeking the following amendments:

**1) Inclusion of Harassment Provisions:** The *Condominium Act* should be updated to explicitly address and prohibit harassment directed towards property managers. By implementing clear provisions, we can create a more robust framework for dealing with such issues and fostering a respectful workplace for all.

**2) Extension of the Condominium Authority Tribunal (CAT) Platform:** I strongly believe that the CAT should extend its platform to include harassment-related cases. Enabling the Tribunal to address harassment files would provide property managers with a dedicated avenue to seek resolution and hold individuals accountable for their actions.

**3) Board of Directors Accountability:** To ensure a responsible and ethical leadership, I propose that board members be held more accountable to the code of ethics and director disclosure they sign. Implementing mechanisms that enforce adherence to these standards will foster a culture of transparency and professionalism.

I firmly believe that the CMRAO, CAT, and CAO possess the capability to effect these changes and significantly benefit the future of property managers like us.

Your involvement and support are of immense importance in driving the positive changes our industry needs. If you are willing to contribute to this cause, please contact me at [melissa.macdonald96@gmail.com](mailto:melissa.macdonald96@gmail.com) or directly through LinkedIn. Together, we can make a significant impact and create a safer and more respectful workplace for all property managers.

Thank you for your time and consideration.

Melissa MacDonald (OLCM, RCM)

## EDITOR'S NOTE:

We were provided with a copy of the letter below from Melissa MacDonald. The letter reproduced below was originally posted on LinkedIn. Upon reading the content, the Editors agreed to include the letter in this edition of 'Condo Contact' to allow for dialogue and communication on issues relevant to the condominium community. One of the goals of this platform is to encourage the exchange of information on subjects and issues that matter to our readership.

As we are sure our readers will agree, harassment of any kind cannot be tolerated. A condominium community is a unique environment where it is simultaneously one person's home and another person's place of work. As a result, this setting can create a setting where harassment is not necessarily immediately recognized by those engaging in the problematic behaviour. Accountability for one's behaviour is required for all members of the condominium community in order to ensure that condominiums are a safe space for owners, residents, directors and workers (including managers). Ms. MacDonald's letter represents her perspective on how to move forward on this issue. We are aware of other Committees (including ones our Board Members are active with) working towards achieving similar objectives. The key to changing behaviour is action and engagement! We are hopeful that this letter will provide an opportunity for thoughtful dialogue and discussion as we all work towards safe and healthy condominium communities.

# LEADERS OF THE CANADIAN CONDOMINIUM INSTITUTE

The Leaders of the Canadian Condominium Institute (LCCI) designation is a new initiative from CCI created to recognize its members from any profession or trade who have and continue to contribute knowledge and expertise to the condominium industry.

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/co-propriété industry. The designation is open to any profession or trade.

**Review the application process, and apply online here <https://cci.ca/lcci/overview>**

**Congratulations to the following recipients of the LCCI designation in 2022 from the CCI-Eastern Ontario Chapter:**

## CHRISTINE ALLEN

Christy's work includes building deficiency actions, proceedings involving difficult owners and tenants, collection and lien proceedings, including power of sale, as well as matters involving the enforcement of property rights. She also has experience with construction law. She has appeared on behalf of her clients before the Superior Court of Justice (including the Small Claims Court), the Ontario Court of Appeal, and various administrative tribunals.

## MICHELLE COMPTON

Michelle is a part of the Condominium Management Industry as the President of iCondo Property Management, and Vice-President of PMA Realty Consulting LTD. Her vision is to transform the condominium management industry by providing a more client-focused management service. She specializes in customer service, integrity, professionalism, and quality of service by providing leadership and guidance to condominium communities.

## NANCY HOULE

Nancy is one of the founding partners of Davidson Houle Allen LLP. Her practice includes general corporate advice to condominium corporations, financing and secured transactions, construction law, building deficiency litigation, and proceedings involving disputes between condominium corporations and residents. Nancy is the current President of CCI Eastern Ontario Chapter.



## NOAH JOHNSTON

Noah graduated from Carleton University with a Bachelor of Arts in Political Science. Shortly thereafter he completed his certificate of completion in Property Management through Humber College and earned his General License (OLCM). He then earned his Registered Condominium Manager (RCM) designation which has allowed him to serve in his current role as Vice President for Sentinel, taking on managerial responsibilities working directly with and developing Sentinel's Property Managers. Noah sits on the Management Advisory Council of the Canadian Condominium Institute (CCI) Eastern Ontario chapter, regularly speaks at various CCI events, and proudly serves on the board of directors for CCI-EO.

## STEPHANIE ROBINSON

Stephanie is inspired by the reality that no two buildings are built exactly the same. She recognizes that there is more than one solution to every challenge and believes that careful consideration of every option will lead to a unique strategy to both fulfill a client's needs and optimize a building's performance. Stephanie focuses on durable, long-term solutions for every project to provide best-in-class value. Stephanie has experience in investigation, design, contract administration and construction review for both the restoration and design of building envelope and cladding components for new and existing construction. She also specializes in capital planning and reserve fund studies.

## CHERYLL WOOD

Cheryll Wood is an associate at Davidson Houle Allen LLP, and has been practicing condominium law for nine years. She represents condominium corporations, their directors, owners and insurers throughout Eastern Ontario. Cheryll is the co-editor of CCI-EO's Condo Contact newsletter. Cheryll articulated as a Judicial Law Clerk with the Judges of the East Region of the Ontario Superior Court of Justice.

# Join us on October 25, 2023 for the CCI Eastern Ontario Annual General Meeting

6:00 - 7:00 pm

You must 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 at [info@cci-easternontario.ca](mailto:info@cci-easternontario.ca) for assistance.

*At the 2023 Canadian Condominium Institute – Eastern Ontario chapter AGM, the Board of Directors will be bringing forward a proposed change to the Chapter Bylaws for approval.*

*The proposed change impacts section 3.01 Directors and will increase the number of Directors on the Board from seven (7) to nine (9) to nine (9) to 11.*

## Join us immediately after the AGM for an Education Session:

*7-Minute Snappers: Everything You Need  
to Know NOW in the Condominium Industry*

7:00 - 8:30 pm

# AGM

Annual General Meeting