

I Can't Believe We Voted to Self-Manage!

~ By Tom Birchall, CCI NS Secretary

In our last article we briefly discussed some of the detail required to move from a managed to self-managed corporation or to start as a self-managed corporation. This, the second in our series of articles, will deal with some of the initial steps moving to self-management.

Presumably, you decided to move to a self-managed Corporation, and you announced your big change at a General Meeting (notice I did not say Annual General Meeting and more about that in a future article). While the Board of Directors can vote and make the decision on its own, I would strongly recommend that you engage all the Owner's in the discussion. In the meantime:

1. Who is going to take responsibility for?

- Regulatory Compliance – both with the Registrar/Joint Registry of Stocks and municipal by-laws
- Documentation – sale and Owner issues, filing, record keeping, complaint logs, etcetera
- Financial Management – cash management, budgets, reporting requirements, external auditors, bookkeepers, payment of invoices, follow-up on overdue receivables
- Day-to-day Operational Requirements - Owner maintenance issues, common area maintenance, capital improvements,
- Managing any employees and all the related HR functions (do not minimize this one!)
- Being the "Face of the Corporation"

2. How qualified is the Board to deal with the myriad issues about to confront it?

- If there is a SME (Subject Matter Expert), do they have the appropriate amount of time to devote to the Corporation
- Are there any succession issues and how do you deal with them?
- Is the Board balanced (more about this in a later article – "Finding Suitable Board Members")?
- Board & General Liability Insurance

3. Who is on the Corporation's "Management Team" and how will they operate?

- Internal & external advisors

I am certain there are more; however, I digress.

The Board has decided to self-manage, you've held any

number of Town Hall Meetings, you even held a Special General Meeting to ensure that the Owners voted on the move and dealt publicly with any of their concerns.

Personally, I like the motions and voting at General Meetings as they clearly lay out the intention of the Owners and provides great direction to the Board. I really like the "PASSED: nem.com" wording which means EVERYONE was in favor and there were no "Abstentions" or "Nays". A word here about General Meetings: There is nothing wrong with having your Owner's approve your actions by motion regardless of whether they are required by law (I.E. The Condominium Act: [<https://nslegislature.ca/sites/default/files/legc/statutes/condominium.pdf>] outlines that the Board approves the Financial Statements and the Owners appoint the auditor. I have the Statements approved by the Board and then ratified by motion, at our AGM and why not!).

OK, it is the day AFTER everyone signed off on self-managing. First and foremost is to have a discussion with your existing Management Company – they should already be well aware of your intentions and actively involved in the preparation of the Transition Plan; however, you now need to look at the detailed transition requirements and get a handle on any critical issues.

If you have not already been in contact, you should advise, at a minimum your legal, financial, banking, and general insurance advisors. They may require some written confirmation and they may also require changes to documentation. (I'm thinking particularly with respect to the bank and who has control of the accounts.)

If you reread my earlier comments you can readily see why an effective "Transition Team" makes good sense. This team need not be solely Board members and indeed I recommend you canvass your Owners for assistance. The development of a Transition Plan is time well spent. Pay attention to communication and how/when to advise those that "need to know". (Here's one I'll bet you never thought of: advising the local police, fire, and emergency services that they need to update their emergency contact lists. There are others like

~ Continued on page 2

PRESIDENT'S MESSAGE

~ by Devon Cassidy, CCI NS President and Lawyer with Cox and Palmer

The leaves are turning and we are well into our 2019/2020 CCI-NS Year. Although our year runs from July 1st until June 30th, to me, September and October always feel like the real start of the new year of CCI. We always begin the fall with our Annual General Meeting (AGM), which allows the Board to interact with the membership and share the successes and challenges of the year before. This year our AGM was held on October 17th, 2019. As you enjoy this newsletter, keep an eye out for our AGM article which will hopefully capture the spirit of the evening, for those of you who were not able to attend.

Robert (Bob) St. Laurent and Bonnie Hutchins, two of our long serving Directors at Large will not be remaining on the Board for 2019-20. We will miss their comments, and experience at the Board table. Bonnie has been involved in CCI for over 25 years and has seen many changes over that time. I am sure we will continue to see Bonnie involved in CCI for another 25 years.

Bob has been involved for over 10 years; serving as National Council Representative and Vice President. As one of our few non Halifax based Board Members, Bob's knowledge of Condominium living outside of Halifax has been invaluable as we shape education and discuss ways to engage more with our membership in other counties. His experience and knowledge will be missed, as he dedicates more time to working on his own Condominium Corporation Board.

The most exciting part of any AGM, is the election of our new Board Members. I am very excited to be welcoming new blood into our ranks. Edmund Nix of BFL Canada and Brian Dort of Provident Property Management will be welcomed additions to our Board.

In this newsletter, thanks to the excellent work of our CCI-NS Education Chair, Michael Kennedy, we have a complete list of the seminars on offer for the next year. It is our hope that the work put in by Michael to have our education plan set well in advance, will allow for more of our membership to save the date and attend these seminars. We are attempting to expand our seminar offerings to move beyond information about the legislation, case law and condominium documents. Under Michael, our education offerings have been broadened to consider how to run meetings, and discussing the process and benefit of going digital within your condominium. We have an exciting year of education planned, and I look forward to having all of you participate and provide your feedback.

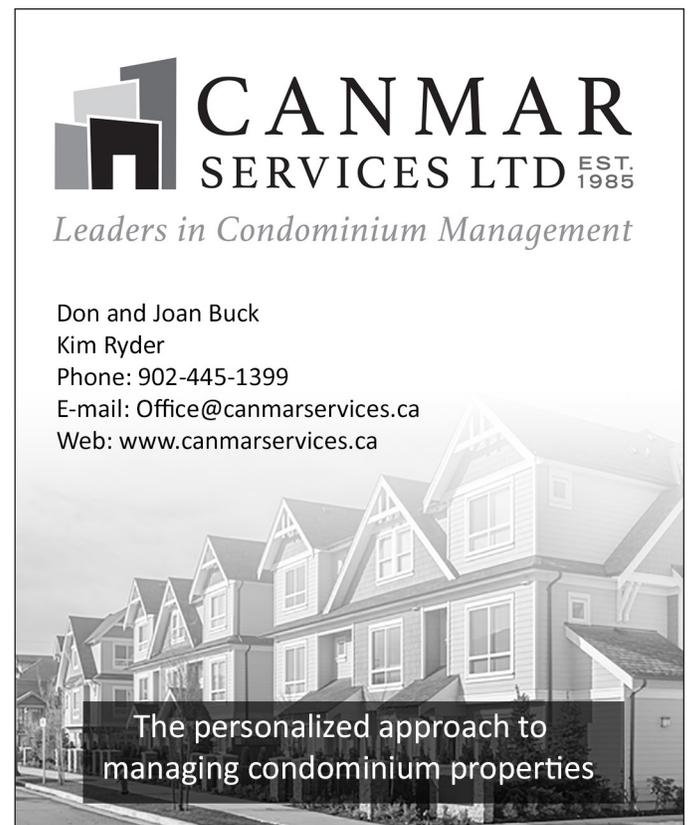
Over the next year, you will see some changes to the newsletter. Last year we moved to a digital only newsletter. This year our Newsletter Committee and Communications/IT Committee will be working together to improve that digital experience and look to ways to maximize the

benefit which can be gained by our membership through engagement with the newsletter.

I will be attending the CCI National Leaders' Forum in Toronto this November as your National Council Representative. I look forward to being able to report back to you, in our Winter Newsletter, about all the changes which are upcoming at a National level. The sharing and discussion which occurs at these Leaders' Forums is invaluable as we make decisions in respect of our own CCI-NS Chapter.

Finally, I was recently told a little piece of trivia in respect of condominiums, which I am choosing to believe is true. Apparently the Latin origins of the word "Condominium" are "con" meaning together and "dominium" meaning right of ownership. I think these origins perfectly describe the idea of condominium which involves both joint ownership of all common elements, and involves a negotiation between the different types of rights of ownership which exist between unit owners, both in respect of their units and the common elements.

As always, we would love to hear from you. Please do not hesitate to contact us at info@ccinovascotia.ca and let us know how we are doing. We are your CCI-NS Board and we look forward to continuing to improve and grow the services we provide to you.



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THE RABBIT HOLE OF RENOS

~ By Parker Deighan, CCINS Vice President

It is becoming increasingly more popular to renovate condominiums these days. Older units have been transformed into modern open concept layouts with beautiful modern features. This can be a wonderful experience to transform an older dated condo into something new, but it can often turn into a nightmare for the unit owner and the condo corporation.

Most condo corporations require unit owners to ask for approval to carry out changes and renovations to their units. They are not doing this to keep tabs on you but rather to make sure you are aware of certain requirements and actions that may need to take place to carry out the particular changes you are requesting.

Are you going to need to shut the water off? Do you know how to do that? Will it affect any other units in the building? Do you know the type of plumbing pipes that were used in the construction of your building? All of these questions need to be answered before you start to alter the plumbing features in your own unit.

Has your contractor or trades person worked in your building before? Are they aware of the hours within which work can be carried out? Do they know where to park their vehicle? Do they know they must keep the building secure at all times? Are you bringing in materials where you will need to use the elevator? Again, more questions that must be answered.

When you decide what the scope of work will be, write to your condo Board to seek approval. Based on the work you describe, you will receive instructions as to how to proceed. You may also find you will save money by seeking more information from the Board. They may be able to recommend trades that are familiar with the building and save you not only money but valuable time.

We all look forward to sprucing up our condos with all the newest features available to us these days but getting to the end result may affect those around us. Going through the proper channels can save time, reduce the potential for costly mistakes and make the entire renovating experience more palatable for everyone concerned.



Developing Relationships

Our condominium law team represents over 400 existing condominium corporations in Nova Scotia and continues to grow their services throughout Atlantic Canada. With extensive experience in this area since 1982, our lawyers advise on all areas relevant to condominium boards and owners. Our team also has extensive experience with the development and registration of new condominium corporations.

From strategic advice to development solutions, our team is committed to your legal needs every step of the way.

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THE CONDOMINIUM VS THE LOCKBOX

~ Courtesy of the Nova Scotia Association of Realtors

All condo owners will find the time comes when they decide to sell their condo. Most will engage the services of a REALTOR®. In many urban areas, organized Real Estate Boards use a lockbox system. Whether electronic or combination, it is a secure place to keep the key to the building and the unit.

The location of lockboxes at any condominium can often be a problem. Many condo boards have chosen to attach a bar and instruct unit owners to have their agents place the lockbox in this central location. Other corporations have refused to make arrangements for lockboxes. This can lead to lockboxes being placed on high voltage electrical boxes or neighbouring fences. This is not a solution.

REALTORS® need to be more responsible as well. Lockboxes should be clearly marked to identify the agency and the unit number. Keys inside the box should be identified so agents showing multiple condos can keep the keys straight and return them to the proper boxes. Agents must also remove the boxes when the condo has sold, closed or has been taken off the market.

To have old lockboxes identified and removed if necessary, please contact the Nova Scotia Association of REALTORS® (NSAR) at atinfo@nsar.ns.ca or call (902) 468-2515.

Let's work together on this!



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INSURANCE A GROWING CONCERN FOR CONDOMINIUMS

~ By Edmund Nix, BA, CAIB, CRM, CCINS Board Member, Vice President and Senior Client Executive, BFL Canada

Changing Nature of Claims

With the 2018 wildfires on the West Coast, surely fire is the leading cause of losses in terms of value and actual number of incidents, consider how our weather today has drastically changed, do we receive a gentle spring rainfall in April or a picturesque “snow globe” snowfall in December? Today most weather arrives forcefully and with significant impact; wind events, weather bombs, nor’easters, tropical cyclones, and hurricanes in areas unprepared for such events. Do you recall the snow catastrophe of 2015? Snow followed by heavy rain and a flash freeze resulted in a layer of ice that remained for months.

While the total claims from weather related events is significant in Canada on their own, none of them surpasses the sheer volume, frequency and payouts from water and water related losses.

Water is currently the number one leading cause of insured losses for both frequency and total claim payments. Water losses come from an ever widening array of causes, new and old.

We have all experienced Incidents involving water from appliances such as dishwashers and washing machines, plumbing fixtures, water pipes and hot water tanks. Water losses from hot tubs, fountains and indoor water features, pools and air conditioning systems are becoming more common. Water is everywhere in our lives, and essential in the spaces we work, live and play. Failing to inspect and maintain building systems, appliances, and connections results in increased incidents as they age and deteriorate. Maintenance, weather, water features, appliances, age, wear and tear all have crucial parts to play in the causes of water damage and losses.

The changing face of condo ownership has resulted in claim scenarios that were uncommon or unheard of ten years ago. Investment ownership, AirBnBs, VRBO, rentals, families purchasing condos for children while at university, among others, have resulted in a more transient occupancy who are less familiar with condominium living and adhering to by-laws and common area rules.

Claims arising from carelessness are becoming increasingly familiar to condominium owners. Issues such as leaving the tub running and falling asleep, cooking fires where water is thrown on the stove, hanging items from sprinkler heads resulting in damaged or malfunctioning sprinklers, not reporting leaks when early repair could prevent significant damage, leaving doors or windows open and leaving for holidays. Unfortunately lapses in judgement, if from the tenant or the unit owner, result in a notable increase in claims.

Apart from the causes of water claims, the costs to remediate, repair and restore after a loss has seen a sizable increase. The desire for more energy efficient living through tighter building envelopes, use of air conditioning, heat pumps and air/heat exchangers mean that less outdoor air is coming into your unit. While this reduced airflow is helpful for energy efficiency and cost savings, it also requires that a carefully planned maintenance program of all the systems be followed, and any interior building elements damaged by water must be dealt with by professional contractors in a timely manner.

Long gone are the days when it would be considered acceptable to leave a dehumidifier on after a few inches of water flooded a space. Today, it is expected that Restoration contractors specializing in water remediation be brought in to remove damaged building materials and contents, extract the water and have the space thoroughly dried with commercial dryers/blowers/dehumidifiers bringing the space to a level “certified dry” by restoration professionals. Insurers and Condo Boards are concerned with indoor air quality, preserving the investments and the health of all unit owners and dwellers, preventing mold, ensuring the conditions of the affected units are certified dry and/or made sanitary after a sewer backup. The increased precautions to preserve the health of unit owners and dwellers has increased claims expenses resulting in longer periods of time required to restore damaged units and buildings.

With the rapid growth in the number of claims and costs associated with water damage, your personal and condominium insurance might well have changed.

Unit owners are seeing increased insurance premiums, increased deductibles for water coverage, and reduced coverage limits for water damage and sewer backup. Most insurers in Nova Scotia have changed their personal Condo Insurance coverage based on this changing landscape.

It is important to understand how your insurance would respond to cover incidents such as:

- sewer backup, water from plumbing fixtures and appliances leaking, freezing of pipes, hot water heaters, water from outside of your unit from ice dam, eavestroughs, and other sources of water infiltration;
- having a unit that is at or below ground level, and if you can purchase overland or surface water coverage or “ground water” coverage;
- **Insurers have different solutions available, however not all are comparable. Speak with your insurance advisor and ask questions about water and what options are available to protect your valuable investment and personal effects.**

ANNUAL GENERAL MEETING 2018/2019 RECAP

~ By Devon Cassidy, CCI-NS President and Lawyer with Cox and Palmer

CCI-NS held their 2018/2019 Annual General Meeting on October 17th, 2019. Halifax County Condominium Corporation #289 hosted a small but mighty group of members who braved the high winds, and the drive to Eastern Passage to be brought up to speed as to what their CCI-NS Board had been up to.

The evening kicked off with a presentation from our guest speaker, Constable Erika Vekeman of the Royal Canadian Mounted Police. Constable Vekeman began her talk by highlighting the importance of having a safety routine. Her recommendation for this safety routine, was to incorporate the "9pm Routine" into your nightly routine. The 9pm Routine recommends undertaking the following activities when the clock strikes 9pm:

- Ensuring that car and home doors and windows are locked;
- Turning on outside lights;
- Removing any valuables from your car;
- Closing the garage door.

Taking questions from the attendees, Constable Vekeman discussed ways to keep common areas secure and what to do about the increasing popularity of cloning FOBs in buildings.

Of interest to the members was when you call the police. Constable Vekeman stated that it really depends on the situation, but the police should always be called for any theft or violence. In respect of noise complaints, if it is loud music, Constable Vekeman recommended contacting the building manager first, followed by the police. If the loud noise is banging or a commotion, you should call the police directly. What to bear in mind is whether the situation could escalate or if it is a normal bylaw infraction such as a parking issue.

Finally, Constable Vekeman shared what Unit Owners can do to assist the police when they are called to intervene. Constable Vekeman recommended providing a detailed account of the situation. The police prefer as much information as possible about a situation, for their own safety and it assists them to assess what type of situation they are walking into.

Following, Constable Vekeman's presentation, the business of the meeting got underway. After Devon Cassidy, CCI-NS President, introduced the 2018/2019 Board members, the committee chairs gave their reports.

Tracey Wright, Treasurer, reviewed our financial report with the members. She happily reported that we have a surplus currently and are in good shape going into next year.

Michael Kennedy, Education Chair, informed the crowd that we had a successful 2018/2019 education program. Based on the positive reception to the additional winter seminar last year, the committee would be putting on a second winter seminar, hoping to have more offerings which will appeal to more members.

Lorena MacDonald, Membership Chair, explained to the attendees that our membership was down from the previous year, and we were working very hard to remedy this. Lorena explained that our focus will be to work to gather more direct contact information from existing members so we can ensure they are receiving full value for their membership. and to begin a membership drive on all facets of social media to increase our numbers.

Barbara Hart, Newsletter Chair, discussed the changes in our newsletter now that we have moved to a digital format. Barb encouraged story ideas, or if they are interested in writing articles.

Rachel Smith, Communications/IT Chair, was unfortunately unable to attend the AGM in person. She did provide her report to the attendees. Rachel's report highlights the changes and improvements made to the website over the last year, highlighting the addition of the calendar for events.

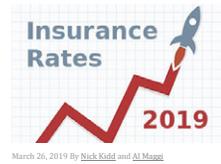
Devon Cassidy provided the National Council Representative Report. She highlighted the work of the National Council to improve the resources available and move towards having a virtual librarian in place to curate content and resources through the National website.

In her President's report Devon highlighted the work being done behind the scenes, to have CCI-NS go digital with their records, and materials. Devon also touched on the benefits to the chapter due to the change in the National Fee structure and updated the attendees on the Strategic Plan.

Following the reports, elections were held, and two new Board members were welcomed, Brian Dort from Provident Property Management and Edmund Nix from BFL Canada.

The attendees, and the Board then shared a drink and some snacks, while discussing all things Condominium.

Why are my Insurance Premiums increasing this



You may have recently received a renewal for your auto, home or business insurance and seen a higher than usual increase in your premium. When you called to ask your insurance broker what's happening, and heard the words "market cycle" or "hard market" as a reason for these increases, you started to wonder what on earth these terms actually mean and why they are affecting your premium. We wanted to give you an insider's view on this subject, as it is an important part of the reason why your premium may have increased even if you didn't make a claim.

What do the terms "market cycle" and "hard market" mean? Like most other products or services, the price of insurance can rise or fall in response to changes in the larger market. The biggest factor is the cost of claims, but premiums can also be affected by taxation and other costs, investment returns, and competition. Stay tuned. We'll provide more detail on each of these factors.

Ontario's insurance industry has been slipping towards a hard market since 2018

On the opposite side of the coin, when times are bad, costs are usually on the rise and insurers are either losing substantial amounts of money, or making so little profit that it's not worth the risk (investors could earn similar returns by investing in very secure things like Government Bonds rather than more risky ventures like Insurance). This is when competition goes way down, and prices go up – sometimes so fast that you can get whiplash – while insurers try to restore profitability. This is known as a hard market.

This can be a surprisingly important factor in your insurance premiums and can affect most business, home and auto insurance policyholders.

Do Insurance Companies Really Ever Lose Money?

Believe it or not, the answer is yes. There are a few factors which drive the profitability of insurance companies, which can lead to periods of substantial unprofitability. Some of the factors which lead to a hard market and subsequent increases in premium are as follows:

Natural or man-made catastrophes:

Last year's windstorm was the costliest insured loss event of 2018, with insurers paying out more than \$622 million. In Canada alone it's not too difficult to remember events like the Fort McMurray fires in 2016 or the floods of 2013 in Calgary and Toronto, and of course, the ice storms of 1998 in Eastern Canada. Each of these events cost insurance companies multiple billions of dollars in claims. You would be surprised to know that in the last couple of years alone in Ontario, insurers have also paid out hundreds of millions of dollars in claims as a result of localized windstorms causing damage to thousands of homes and businesses.

In addition, some of the major catastrophes south of the border in the last couple of years also matter. The recent California wildfires, and multiple Hurricanes (Irma, Harvey, Maria etc.) have cost the insurance industry billions of

dollars. While these claims might not directly affect the bank balances of Canadian insurers, they have a substantial effect on re-insurance costs.

What is re-insurance and why should I care?

Just like you pay premiums to your home, car or business insurer, they too pay premiums, to larger global insurance companies called re-insurers. The reason is this: If a small insurance company collects \$500 million in premiums one year, and then a big storm hits and leads to \$200 million in claims, that company could have to declare bankruptcy and the claims wouldn't get paid. To protect themselves and their customers, insurers buy re-insurance, and that means that the larger re-insurers will pay for claims that are beyond a certain value. On the downside, when there are major events like hurricanes, ice storms, 911 etc., reinsurers must increase the premiums they charge to your insurance company, and that will affect your premium as well.

Increasing claims costs:

The biggest cost for insurers is paying claims. They charge you premiums based on how much they expect to pay in claims, but those costs can increase for several reasons. Let's just look at some day-to-day examples like auto collision repair. Many modern cars now have various pieces of technology built into windshields and bumpers. These are great because they improve safety, but what used to be a straightforward and low-cost repair (say, to your bumper) is now more expensive and time-consuming, with higher parts and labour costs. The average home now also has lots more expensive technology (e.g., flat-screen TVs and sound systems in finished basements) and can also be outfitted with more eco-friendly building materials like energy-efficient windows. These also cost more to repair and/or replace.

From a business insurance standpoint, the industry is beginning to see a substantial increase in water damage claims in older apartment buildings or condos that are starting to break down. In terms of newer buildings, a trend toward more wooden frame construction is leading to a higher risk of widespread fire damage (as opposed to stone, concrete and steel, which tend to contain fires and lead to less damage). Also, as we become a more litigious society, more lawsuits mean higher costs of defending customers under their liability policies.

All these costs have increased in recent years at a faster rate than premiums, to the point where many insurers are now losing money on the insurance policies they sell.

What Else Can Affect the Level of Pricing?

Level of competition in the market: Like in any industry, healthy competition helps to bring prices down for customers. The number of insurers who will be actively competing for your insurance increases when they believe that premiums are at a profitable level. As a customer, you usually won't see new insurance companies enter the

~ Continued on page 9

Why are my Insurance Premiums increasing this year? ~ Continued from page 8

market, or existing insurance companies leave. What does happen behind the scenes is that insurance companies will either want more business (if they think they can make a good profit) or won't (if they think they're going to lose money). They will focus on selling certain types of insurance that they feel are more profitable and will avoid selling insurance that they think will lose them money. A recent example of this would be in the hospitality industry – where many Canadian insurance companies have stopped offering insurance to this kind of business (due to a lack of profitability). Of course, the remaining insurers now have less competition, so they will increase their prices and be very selective about which hospitality businesses they choose to insure. That causes a big problem for high-risk hospitality businesses that, in some cases, can't find insurance at all.

Insurers that don't want to sell new policies of a particular type can sometimes achieve that goal by reducing the number of brokers who are able to sell their product. In a soft market, insurers will want to have as many insurance brokers as possible represent them in the market. When times are tough, insurers may cancel their agreements with certain brokers, making it harder for potential customers to find them. Although they are still technically open for business, in a practical sense, this reduces competition.

Investment returns:

Insurers are often holding substantial amounts of money from premiums, and reserves that they are holding for claims that they believe will be paid out to customers over time. This money is invested by the insurer in things like bonds, which make a positive return for them. In times of high investment returns, these earnings can offset claims costs, and, in theory, the insurance company may settle for a lower profit from its insurance business. Of course, in times of lower investment returns (like in recent years), insurers need to be more profitable from their insurance business, and premiums tend to rise.

General capacity in the market:

By law, insurers need to hold a substantial amount of capital (money) in order to write insurance policies. This rule is in place to protect you, the customer, from a situation where the insurance company does not have the physical cash to pay claims that might happen. An insurer's "capacity" reflects how much business they can write with the amount of capital that they are holding. In times where the industry is profitable for insurers, they will attract substantial amounts of capital from shareholders and other investors. In times where the industry is unprofitable, it is more difficult for insurers to attract investors and raise capital. Less capital means they can't sell as much insurance.

What Part of the Insurance Cycle Are We in Today?

Most observers will say that we have been in a soft market now for 15+ years. Prices have been flat over that time, and if you look at premiums for auto insurance in Ontario, for example, they've increased less than inflation over that time. There have been some modest increases in premiums for auto and home insurance in recent years, but at the same time, premiums for commercial liability and property insurance have been gradually dropping for several years.



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EDUCATION PROGRAM 2019/2020

Michael Kennedy, the Education Chair of [CCI-NS Chapter](#), is pleased to announce these [Upcoming Events](#).

[CM200 PRACTICAL MANAGEMENT PRINCIPLES](#) – ST. MARY'S UNIVERSITY, ATRIUM ROOM 101, HALIFAX

Come on **Saturday, October 26, 2019** for **CM200** and join fellow condo owners and professionals in discussing practical management principles. From **0900 to 1500** with a light lunch included we'll talk about different aspects of managing a condo corporation. Whether you're new to condominium operations or an old hat you'll get invaluable information and advice as well as getting to know others that face similar situations as you.

EVENING SEMINARS - FUTURE INNS CONFERENCE CENTRE, FAIRFAX DR, HALIFAX, FROM 1900 TO 2100.

[February 25, 2020](#): we'll start our evening seminars that dig a little deeper into topics presented in CM200 to enhance your skills and knowledge. The first seminar is on **digitizing** your files and records to make life a lot simpler while ensuring information is readily available for owners and especially board members as they oversee the management of their corporation.

[March 24, 2020](#): we'll have a discussion on using the **dispute resolution** process. One of the most difficult and common challenges for condo corporations is dealing with tenants and owners who refuse to abide by the by-laws. The 20/80 rule often comes into play which generally states that 80% of your problems will be caused by 20% of your owners/tenants. It only takes one person to create an unpleasant atmosphere in your condo corp. If not dealt with it can morph into much bigger problems. There is a relatively inexpensive way to attempt to correct behaviour that often can solve the issue. Come learn the process and what type of issues people bring and how they are dealt with.

[April 28, 2020](#): we'll go further into understanding the power of your **declaration** and how to use it. Times change and so does the law recent examples being the growth of Airbnb and the legalization of marijuana. Declarations can change too and must as new issues arise. It can be a daunting process. Come learn how to manage these changes whether you are an owner or property manager.

[May 26, 2020](#): our final seminar for the year we will be presenting different **scenarios** to cement knowledge gained from the previous seminars. You don't necessarily need to attend the previous seminars but it would be helpful in getting the most out of the night. It will be fun and enlightening. Hope to see you there.

"ANYONE WHO STOPS LEARNING IS OLD, WHETHER AT TWENTY OR EIGHTY." —HENRY FORD

Learning is what keeps the mind young



FRAUD PREVENTION

What to do if you're a victim

Step 1: Gather all information about the fraud. This includes documents, receipts, copies of emails and/or text messages.

Step 2: Report the incident to your local law enforcement. This ensures that your police of jurisdiction is aware of what scams are targeting their residents and businesses. Keep a log of all your calls and record all file or occurrence numbers.

Step 3: Contact the Canadian Anti-Fraud Centre toll free at 1-888-495-8501 or through the [Fraud Reporting System](http://www.antifraudcentre-centreantifraude.ca/index-eng.htm) (FRS). <http://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

Step 4: Report the incident to the financial institution where the money was sent (e.g., money service business such as Western Union or MoneyGram, bank or credit union, credit card company or internet payment service provider).

Step 5: If the fraud took place online through Facebook, eBay, a classified ad such as Kijiji or a dating website, be sure to report the incident directly to the website. These details can be found under "report abuse" or "report an ad."

Step 6: Victims of identity fraud should place flags on all their accounts and report to both credit bureaus, [Equifax](#) and [TransUnion](#).

How to protect yourself...and others

- Beware of Recovery Scams. Victims of fraud are often targeted a second or third time with the promise of recovering money previously lost. Always do your due diligence and never send money to recover money.
- Stay current. Advise the CAFC, financial institutions and law enforcement of any updates.
- Be pro-active. Educate family, friends, neighbors and co-workers on mass marketing frauds. You may prevent someone else from becoming a victim.

Report an incident

It's not always easy to spot a scam, and new ones are invented every day.

If you suspect that you may be a target of fraud, or if you have already sent funds, don't be embarrassed - you're not alone. If you want to report a fraud, or if you need more information, contact The Canadian Anti-Fraud Centre:

Ways to report fraud

By Phone Toll Free 1-888-495-8501

Hours of operation Monday-Friday 9:00 am - 4:45 pm Eastern Time

Online - CAFC Fraud Reporting System

A PROVEN EXAMPLE OF THE RIGHTS AND RESPONSIBILITIES OF AN ACTIVE BOARD OF DIRECTORS

Owners Rights and Obligations Owners have rights and obligations under the Act, Declaration and the By-Laws

- The right to use and enjoyment of their unit and the common elements
- The right to sell, lease, gift, bequeath, mortgage or rent their unit
- The responsibility to attend the Annual General Meeting
- The right and responsibility to vote on matters that concern them, such as election of Board members and amendments to the Declarations, By-laws and Special Assessments
- The right to stand for election in the Corporation
- The obligation to abide by the Act, the Declaration, and the By-laws and the Common Element Rules
- The obligation to pay their share of the common expenses of the Corporation
- The obligation to respect the rights of other owners
- The right to view information and documents that pertain to the Corporation such as minutes of general meetings and Directors meetings
- Mitigate laws within the unit and against the Corporation
- Adequately invoice their unit – Betterments & Improvements

Board's Role and Responsibilities

- Set Policy and Procedures
- Raise sufficient funds to meet the financial obligations of the Corporation – both for Operating and Reserve Fund
- Set condominium fees – owner approval is not necessary
- Ensure the Reserve Fund is updated every 5 years and it is adequately funded to meet capital costs through the life of the study
- Ensure the Corporation's financial records are audited each year and provide every owner with an approved copy of the Audit Report
- Call and hold Annual General Meetings
- Keep accurate minutes of all meetings which are available to owners to view
- Ensure common expenses are collected and liens are placed where necessary

- Place and Maintain appropriate Insurance Coverages
- Effect compliance by the owners with the Declaration and By-laws
- Mediate disputes between owners and the Board that are within their authority to do so
- Take measures to protect the Corporation against negligence and liability
- The Board has the right to engage professionals on matters they are not qualified for. The Board has the right to rely on professional opinion
- The Board does not have the authority to restrict the number of rental units within the Corporation
- The Board can delegate the day to day operations of the Condominium Corporation
- The Board is a volunteer group who does it's best to represent the interests of all unit owners- they are not expected to receive abusive behaviour. If unit owners believe any sitting Board is not acting in the owner's best interests, owners can exercise their right to make a change – volunteer their time to sit on the Board or nominate an owner for election to the Board

Manager's Role and Responsibilities

General Duties

- Oversee and monitor the day to day operations of the Condominium Corporation
- Provide regular updates to the Board
- Hire and de-hire building staff, prepare job details for staff
- Provide support and direction to the Building Staff
- Obtain pricing for works and services for the Board's approval
- Attend at all Board and Annual General Meetings
- Any other duties delegated by the Board
- Respond to resident concerns and requests
- Place Preventative Maintenance Contracts
- Enforce the rules governing the use and the occupation of the Common Elements and the units
- Reports directly to the Board

Financial Management:

- Deposit Condominium Fees
- Collect Outstanding Fees

- Continued on page 13

A PROVEN EXAMPLE OF THE RIGHTS AND RESPONSIBILITIES OF AN ACTIVE BOARD OF DIRECTORS - *Continued from page 12*

- Prepare Monthly Financial Statements for Review by the Board
- Prepare Annual Budget for Board Review and Approval
- Prepare Estoppel Certificates on Unit Closings
- Ensure Reserve Fund Studies are completed when required and work with the Engineer to ensure accuracy
- Ensure Auditor has all information available to complete Annual Audit

Corporate Structure & Reporting Channels

- 1) Building Superintendent
- 2) Property Manager
- 3) Board of Directors
- 4) Corporation (Owners)

Building Superintendent's Role and Responsibilities

- Carry out the duties as described in the Job Description established for this position
- Co-ordinate the contractors when on site
- Enforce the rules and regulations established for use of common rooms, recreational facilities, parking and waste disposal and removal from the property
- Schedule Moves
- Assist when there is a building emergency or evacuation situation

- The Building Superintendent reports directly to the Manager.
- Residents are not authorized to give direction to the Building Superintendent or address them on matters concerning their employment or deficiencies with their performance.
- The Building Superintendent's are entitled to time away from their job and should not be bothered when not on duty unless it is an urgent matter.
- The Building Superintendent's are to be treated respectfully

Professional and Business Partners Directory ~ CCI-NS Chapter

CCI-NS ACCI PROFESSIONALS

Alex Astbury, FRI, ACCI.....	Red Door Realty.....	902-499-1119
Pat Cassidy, QC, ACCI.....	Cox & Palmer.....	902-491-3022
Stacy Wentzell, FRI, ACCI.....	Harbourside Realty Limited.....	902-456-2740

CONDOMINIUM DEVELOPERS

Mary Ann Peacock.....	Southwest Properties.....	902-422-6412
Rob Bell.....	Bell Enterprises Limited.....	902-464-3939

CHARTERED ACCOUNTANTS

Tracey Wright, CA.....	Levy Casey Carter MacLean.....	902-445-4446
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ENGINEERING SERVICES

Rachel Smith, P.Eng.....	WSP Canada (Halifax).....	902-425-4466
Jim Fletcher, MASC., P.Eng.....	Bluenose Engineering.....	902-403-3001

INSURANCE SERVICES

Don Grant.....	Gallagher.....	902-429-4150
Edmund Nix.....	BFL Risk & Insurance.....	902-404-1104
Ken Myers.....	Gateway Insurance Brokers.....	902-431-9300

LEGAL SERVICES

Lauren Randall.....	Boyne Clarke LLP.....	902-460-3421
Devon Cassidy.....	Cox & Palmer.....	902-491-3029
Niall Burke.....	Cox & Palmer.....	902-491-3027
Pat Cassidy, QC, ACCI.....	Cox & Palmer.....	902-491-3022
Craig Berryman.....	Cox & Palmer.....	902-491-3026

MANAGEMENT SERVICES

Joan and Don Buck.....	Canmar Services Ltd.....	902-445-1399
Lisa Power.....	Real Estate 360.....	902-464-7783
Heather Nickerson.....	Condo 51 Management Ltd.....	902-880-1116
Parker Deighan.....	Open Door Property Management.....	902-880-1335
Brian and Angel Dort.....	Providence Property Management.....	902-292-6156

OTHER SERVICES

Kirk Mock.....	BroMoc Print & Litho Ltd.....	902-481-2704
Wayne Sajko.....	Fennell and Associates Appraisers Limited.....	902-453-5051
Brian Walker.....	Tri-Tech Weatherproofing Services.....	902-616-9570
Rob Mabe.....	Maxium Financial Services.....	905-780-6150

REAL ESTATE SERVICES - REALTORS

Stacy Wentzell, FRI, ACCI.....	Harbourside Realty Limited.....	902-456-2740
Sue Graham.....	Greenwood Lane Inc.....	902-491-2905
Bonnie Hutchins, FRI.....	RE/MAX Nova.....	902-488-2820
Alex Astbury, FRI, ACCI.....	Red Door Realty.....	902-499-1119

RESERVE FUND STUDIES

Rachel Smith, P.Eng.....	WSP Canada (Halifax).....	902-425-4466
Jim Fletcher, MASC., P.Eng.....	Bluenose Engineering.....	902-403-3001

Disclaimer: The professionals listed in this directory are members of the Nova Scotia Chapter of the Canadian Condominium Institute. The CCI-NS Chapter does not warrant, guarantee or accept any responsibility for work performed by the companies or individuals.