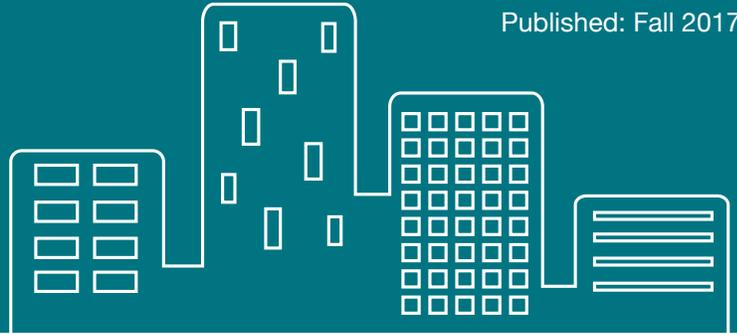


# FAST FACTS: Condo Owners and Residents

Published: Fall 2017



**Ontario is making changes to increase consumer protection for condo owners and residents.**



## Improved Communication from Condo Boards

- New “information certificates” sent to owners, at least twice a year, with information about the condo corporation
- New requirements for meeting notices



## New Voting Rules

- New mandatory proxy forms
- New quorum rules for certain meetings



## Condo Director Disclosures & Training

- New mandatory disclosures for condo directors and candidates for director positions
- New mandatory training for condo directors



## Records

- New and improved requirements for accessing condo corporation records



## Condo Manager Licensing

- New mandatory licensing for condo managers and condo management providers



## Condo Authority Tribunal

- New cost-effective dispute resolution services for certain types of condo disputes

# New Condo Authorities

Effective September 1, 2017



**Condominium Authority  
of Ontario (CAO)**

[CondoAuthorityOntario.ca](http://CondoAuthorityOntario.ca)

Responsible for administering certain parts of the Condominium Act, including:



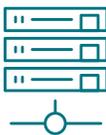
## Online Information

Online information about rights and obligations for living in a condo community



## Director Training

Beginning November 1, 2017, mandatory training for condo directors



## Condo Corporation Database

Beginning in 2018, an online database of information about condo corporations that can be accessed by the public



## Condo Authority Tribunal

Beginning November 1, 2017, the Tribunal will be responsible for resolving disputes about condo corporation records. Other types of disputes are planned to be phased in later

Effective November 1, 2017



**Condominium Management  
Regulatory Authority of  
Ontario (CMRAO)**

[CMRAO.ca](http://CMRAO.ca)

Responsible for administering the Condominium Management Services Act (CMSA), which will include:



## Mandatory Licensing

Mandatory licensing and regulation of condo managers and condo management providers



## Condo Management Database

Online database with information about licensees that can be accessed by the public (e.g. licence type, any licence restrictions, etc.)



## Complaints Process

Beginning February 1, 2018, process for the public to initiate a complaint against a manager or provider. Actions taken by the registrar, may include, among other things:

- proposing to suspend, revoke or add conditions to a licence
- requiring licensees to take further education

**DISCLAIMER:** This resource has been prepared to help condo residents understand the new condo law changes. This is provided for information purposes only and is not legal advice. It is not intended to replace the Condominium Act, 1998 or the Condominium Management Services Act, 2015 or regulations made under it and reference should always be made to the official version of the legislation. Although we endeavor to ensure that the information in this resource is as current and accurate as possible, errors may be present.