



Wilson, Blanchard Management Inc. – Your Solution to Property Management
www.wilsonblanchard.com

Jam Packed Issue

By Karen Reynolds & Jeff Lack, Co-Editors

The WB Condo Connection is a newsletter intended to highlight Ontario condominium related articles and educational items that may be of interest to Boards of Directors and condo owners.

After a shortened summer edition, this issue has several diverse articles including information about Winter Condensation problems (Winter! Already?), improvements we've made to our Manager's Report to better serve you the Boards and new legislation affecting condo employees.

Our newsletter is published online and available on our website (www.wilsonblanchard.com) as

Window Condensation

By Ron Dalton, R.C.M., A.I.H.M.

It has come to our attention that many people experience problems with condensation on their windows and balcony doors during the heating season and, in some cases, the moisture is damaging the walls and floors. To assist in eliminating all or most of this problem we recommend the following parameters for your health and comfort:

- o Set your thermostat to keep the temperature at or near 20 degrees C (68 degrees F). Warm air holds more moisture than cool air. When warm air with 60% relative humidity at 25C is cooled to 20C,

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well as in hard copy format to the President of each of our Boards of Directors.

As always, we hope you enjoy this edition and we welcome your comments. Please direct any comments, suggestions or article topic requests by email to newsletter.editor@wilsonblanchard.com or by mail to:

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the relative humidity increases to 80%. Cooling the same air to 17C causes it to reach the dew point (saturation point). Further cooling when this same air is exposed to a cold surface (i.e. windows) causes some of the moisture in the air to

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condense; that is, some of the moisture in the air will become water.

- During cold weather, the relative humidity should be 30 to 55%. (35 to 40% is usually comfortable for most).
- Use your kitchen and bathroom ventilation fans when cooking, showering/bathing etc. Apartments require a 5 litre per second (10cfm) minimum ventilation rate during the winter.
- Try to keep good air circulation and distribution to all rooms. It will help if you open your windows slightly when the outside temperatures permit.

There are many sources of moisture in your apartment, some of which are: house plants, dryers, washers, dishwashers, cooking and boiling water, bathing and showering, floor washing, furniture and people. Furniture absorbs moisture in the summer during times of high humidity and releases the moisture in the winter. Each person produces about 1.25 litres of moisture per day by respiration.

If water condenses and collects on doorsills and windowsills it is helpful to dry it as soon as possible as this water also becomes a source of moisture and humidity. Overflowing sills causes damage to walls, carpets and floors etc. It is also helpful to keep the drainage ducts in the doorsills and windowsills clean so that any accumulation of water will drain to the outside.

Additionally, in a high-rise building it is important that your entry door to your unit does not have weather stripping applied around the perimeter. The entry doors are designed with a gap to allow make-up air from the corridors to help with ventilation in your suite.

We Took Something Good & Made It Better

By Karen Reynolds, ACCI, FCCI, R.C.M., A.I.H.M.
Director of Property Management

We have always been very proud of the monthly Managers' Reports provided to our directors and in our continued efforts to provide quality property management services to our valued clients, Wilson, Blanchard is pleased to announce the adaptation of an improved Managers' Report format.

We brought together a team of employees not directly involved in the management of condominiums, provided them with several samples of reports and asked them to rate each one as if they were a member of the board. From that exercise we collected some very valuable information and have combined all of their recommendations to create a more comprehensive monthly report.

The new format provides our boards with specific dates your manager has conducted site inspections and summarizes any deficiencies or rule violations noted. You will be advised of any purchase orders issued as a result of those inspections and the status of each repair or project ensuring the manager will be actively following up. One member of the board will continue to receive a copy of all correspondence



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Bill 168: WB's Approach to Compliance

By Cindy Basilio, Office Manager & Jerry Cunningham, Manager of Administration

Bill 168, now in effect in Ontario, amends the Occupational Health and Safety Act (OHSA) to strengthen protections for employees from workplace violence and workplace harassment.

Employers who regularly employ more than five staff members are now required to take specific actions to address workplace violence and harassment by:

- Carrying out a risk assessment to identify potential sources of workplace violence and harassment.
- Develop and post policies to address workplace violence and harassment.
- Training employees about the new policies including procedures for employees to report incidents of workplace violence/harassment and how the employer will investigate and deal with the incidents or complaints.
- Disclosing an employee's history of violence to his or her co-workers.
- Preparing to protect an employee from domestic violence in the workplace.
- Allowing employees to refuse work if they have a reason to believe they are in danger from workplace violence.

This Bill also introduces new definitions for Workplace Violence and Workplace Harassment:

Workplace violence is now defined as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.



- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace harassment is now defined as:

- Engaging in a course of comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

This may include bullying, intimidating or offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls.

The full draft of Bill 168 can be found at <http://www.ontla.on.ca> under Bills & Lawmaking.

Wilson, Blanchard Management Inc., as part of the company's compliance efforts, is performing risk assessments of violence in our workplaces, updating and strengthening our current policies

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regarding workplace violence and workplace harassment as well as implementing new policies by creating programs to control, mediate, address, report, and investigate workplace violence / harassment.

We have provided information to our staff on the contents of our policies and are working collectively to identify and establish measures and procedures for all our employees to report incidents of workplace violence/ harassment and how Wilson, Blanchard Management Inc. will deal with any incidents or complaints.

Employees have the right to refuse work if they have a reason to believe they are in danger from workplace violence.

A condominium corporation, the same as any employer that employs more than five workers on a regular basis are also subject to the provisions outlined in Bill 168, which includes preparing policies pertaining to workplace harassment and workplace violence prevention, completing a risk assessment, establishing policies and procedures and training employees on these policies.

Your property manager will work with you to help your condominium corporation become compliant with Bill 168 as it applies to your circumstances.

Although we have many measures currently in place, this new legislation requires our company to outline and implement specific procedures when dealing not only with our own staff, but also clients, contractors, visitors, owners, tenants, etc. Nothing can guarantee an employee will not become a victim to workplace violence and harassment; however, through awareness, training and maintaining a zero tolerance policy, this proactive approach will reduce the risks and provide a safe and positive work environment.

Welcome!

Wilson, Blanchard Management would like to welcome our newest managed properties:

- o York Condo. Corp. #175
- o Toronto Standard Condo. Corp. #1752
- o Waterloo Standard Condo. Corp. #458
- o Durham Standard Condo. Corp. #176
- o Halton Standard Condo. Corp. #571
- o Wellington Condo. Corp. #36
- o Wentworth Condo. Corp. #466

Congratulations!

Wilson, Blanchard Management is very pleased to congratulate Ross Boncori on achieving his R.C.M. designation! Ross met the criteria for the designation earlier this year and was awarded with his designation at the ACMO Luncheon held September 17, 2010. He joins the other 20 plus R.C.M.'s in the company!

Financial Statement Reminder

Each year we produce over 22,000 Financial Statements for our Boards of Directors. We've reduced our environmental impact by printing our statements double-sided, however that's still about 200,000 pieces of paper. If we can send even half of these Financial Statements electronically, we can save a lot of trees.

If you, or any of the members of your Board, would like to receive your monthly Financial Statement package by email in PDF format, please speak with your property manager and help us help the environment.

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issued and/or received on behalf of the board including all e-mail exchanges and a summarized list of that correspondence will be included within the report for the review of all board members. Items will be categorized as "information", "discussion" or "decision" reducing the length of board meetings as only those topics for discussion and decision will appear on the meeting agenda.

We are excited about the cleaner, more professional presentation and are certain you will appreciate obtaining information in this more complete and concise format.

Reminder: Online Survey Now Available

We want your feedback! Our Performance Evaluation survey is now available online through our website. Please visit www.wilsonblanchard.com and choose "Board of Director Tools" from the left-hand menu. The survey is available at the bottom of the page, however to ensure the integrity of the data collected, a user name and password will be required to complete the survey. Please contact Karen Reynolds, Director of Property Management (karen.reynolds@wilsonblanchard.com) to obtain a valid user name / password.



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