



Condo Connection

Wilson, Blanchard – *Condominium Management with Experience and Integrity*
www.wilsonblanchard.com

The WB Condo Connection highlights Ontario condominium related articles and educational items that may be of interest to Boards of Directors and condo owners. It is published online and available on our website (www.wilsonblanchard.com) as well as in hard copy format to each of the members of our Boards of Directors.

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

Editor – WB Condo Connection
101–701 Main Street West
Hamilton, ON, L8S 1A2

Inside This Issue

How We've Grown	1
WB Team Training	2
The Need to Plan	3
Congratulations!	3
Recently Published Articles	3
Superintendent Suite Taxation	4
WBcondo Blog	4
In-House ACMO Training	4
Welcome!	5

How We've Grown

By Karen Reynolds, RCM, ACCI, FCCI, AIHM
Chief Operating Officer



The staff and partners of Wilson, Blanchard are very pleased and excited to announce the recent expansion of our head office. Our continued success and growth has resulted in our need for larger space and fortunately for us the ideal space became available in our current location enabling us to not only expand our operation but also to bring all of our staff back onto one level again.

Moving day was March 23rd but planning began early in the New Year for our sixth and probably most significant move within our current location at 701 Main Street West. With this move, we have increased our floor space by over 4,000 square feet giving us room for all of our existing staff while also providing room for future growth.

If you're looking for our reception, you'll find us located on the Garden Level of 701 Main where we look forward to providing you with continued excellent service!

WB Team Training

By Dean McCabe, RCM, ACCI
Vice President – Operations

February saw the first class of graduates from the inaugural WB Team Training Session. This unique one day course has been prepared for the Wilson, Blanchard team. The morning is dedicated to reviewing, sharing and building our corporate culture including how the property management services that we provide rely on the management staff and the accounting and administrative staff supporting each other.

Over the course of the next year we look forward to every member of the WB Team taking part in this course. We believe that this commitment to a standard of excellence will benefit every member of our organization and ultimately the communities that we serve.

Below is an excerpt from the WB Team Training Manual on defining, supporting and maintaining corporate culture.

A basic definition of corporate culture is “the collective way we do things around here”. It involves a set of behaviours and expectations that are common knowledge to every WB Team member.

Culture is about individuals in a group sharing patterns of behaviour. The best part of that is that culture changes, it evolves. It takes more than one person to make a successful corporate culture, but it can take only one person to erode a successful corporate culture if we are not careful. You are the caretakers of that culture.

We have the power to create a culture that is the best fit for the future direction of Wilson, Blanchard.

Observing Culture

Culture plays out in a variety of ways. We can identify the specifics of it from how information is communicated, feedback is given, performance is managed, and projects are coordinated within the organization.

It is reflected in the way we are structured; whether input is welcomed from every member of the Team or direction is given from the top down or how the hierarchical levels are set up. Culture is often defined by the systems that are used, the processes that are followed, and the rituals, symbols, and stories that abound in the organization. It is even reflected in how meetings are held in an organization

Aligning Culture for Success

Wilson, Blanchard has built a proud history.

Since 1995 WB has grown to become the 5th largest condominium management company in the country. More importantly we have one of the most respected names in the industry. And it is our goal to be “the most trusted name in Condominium Management”.

That is important for every member of the WB Team to remember because it defines how we do everything. We function honestly, with integrity, and in an open and transparent manner.

Trust is built on two main foundations – character and competence.

The word integrity defines the character of WB as an organization. It defines the people that will build this Team going forward.

The word experience demonstrates our competence in the condominium management industry. It shows our ability to succeed in this profession and provide valuable service to our clients.

The Need to Plan

By Wayne Klem, Executive Director of Property Management – Toronto

In our personal lives we all go through the day, week, month and year with certain expectations and planning of events whether they are birthdays, anniversaries, seasonal functions, vacation, regular social events, business functions and or meetings. Generally these events are set out on our home calendars, day timers and of course our Blackberry's.

The planning of events is no stranger to the operation of a condominium. This management function has recently been enhanced over the years to developing a more detailed task list that is more meaningful to management and the Board of Directors in the management of condominiums. Albeit the planning is geared to business and operational issues and not so much for social functions, condominiums can certainly plan, track and enjoy social functions with their owners during the course of a fiscal year. The planning of tasks for a complete year in condominium management is called the ANNUAL PLAN.

The ANNUAL PLAN documents and highlights all the operation, business and social activities that drive a condominium throughout its fiscal year.

“The ANNUAL PLAN is developed...as a guide to use for the year.”

The ANNUAL PLAN assists the property manager and the Board of Directors to ensure monthly, semi monthly, semi annual and annual administrative and operational tasks and functions are not lost through the cracks.

The ANNUAL PLAN is best developed with the property manager and the Board of Directors and once completed and approved is copied for all board members to use as a guide for the year. If required, the plan can be expanded to monitor 2, 3, 4 and even 5 year projects. This is most important at budget time to ensure that everything previously discussed isn't lost in a busy year of managing the affairs of your corporation.

Wilson, Blanchard is launching a commitment to our corporations to ensure each of the condominiums under our management has an ANNUAL PLAN and have it in place prior to your next fiscal year.

Congratulations!

Wilson, Blanchard is very pleased to congratulate Mark Billet on achieving his R.C.M. designation!

Recently Published Articles

For additional valuable information, look for these articles that have been published in recent industry magazines. Both articles were written by Wilson, Blanchard's C.O.O. Karen Reynolds, RCM, ACCI, FCCI, AIHM.

- Do You Have What It Takes? – CM Condominium Manager Magazine, Winter 2011 Edition
- Recognizing a Professional – Condo News of the Golden Horseshoe, Volume 2, 2012

Superintendent Suite Taxation

By Dean McCabe, RCM, ACCI
Vice President – Operations

Many residential condominiums have been getting double taxed in the property tax department and many do not know it. In some cases, guest suites, gatehouse units, recreational facilities and even superintendent units and parking units have been paying property taxes in some cases and the condo owners do not realize it.

There have been many articles written in the past months about this issue but the bottom line is that the common elements of a condominium corporation are owned by the unit owners.

The unknown this year is how Superintendent Suites will be viewed by MPAC. The view has long been that since Superintendent Suites are units that could be sold, they are subject to taxation. The flaw in this thought process is that Superintendent units are there to provide a benefit for the owners who count on the availability of regular maintenance personnel. A super's unit, especially if it is listed in the declaration, must have owner approval before it can be sold.

There have been recent decisions in court and at the Assessment Review Board that were favourable to condominium corporations on this

issue. As a result, it is anticipated that MPAC will be changing the way it is assessing the amenity units.

Condominium corporations should be carefully reviewing the assessments of their amenity units. If the assessed value of these units is greater than a nominal amount, you should consider filing a Request for Reconsideration. This can be done online and Managers and Boards can find additional information at [MPAC's website](#) .

In-House ACMO Training

By Dean McCabe, RCM, ACCI
Vice President – Operations

Wilson, Blanchard is pleased to announce that following our certification as an ACMO2000 designated company we have been authorized to teach the 4 ACMO core courses to condominium managers seeking the RCM designation.

The courses are being offered in alternating locations in Hamilton and Toronto to encourage participation.

Currently the Administration and Human Relations course is being offered on Thursday afternoons. The course requires over 40 hours of classroom time with a mid-term exam and a final exam. The passing grade for the course, and all of the ACMO RCM courses, is 65%. Once all four courses have been completed a candidate can write the RCM exam based on the content of all four courses. The passing grade for the RCM Exam is 75%.

We look forward to offering the Condominium Law course and the Financial Management course later this year and encourage our Board members to consider the commitment that the candidates are making in pursuing Condominium Management as a profession and their RCM designation.

Look for Wilson, Blanchard's weekly Blog online. Go to:

- wbcondo.wordpress.com

or

- twitter.com/#!/wb_condo

Welcome!

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

- Halton Condominium Corporation #214
- Peel Standard Condominium Corporation #924
- Wentworth Standard Condominium Corporation #379
- Niagara North Common Element Condominium Corporation #222
- Peel Condominium Corporation #628
- Peel Condominium Corporation #629
- Glenwood Shared Facilities
- Toronto Standard Condominium Corporation #1852
- Waterloo North Condominium Corporation #22
- Wentworth Standard Condominium Corporation #484



101-701 Main Street West
Hamilton, ON
L8S 1A2

Phone:

905-540-8800

Fax:

905-540-4450

Email:

info@wilsonblanchard.com

206-16 Four Seasons Place
Toronto, ON
M9B 6E5

Phone:

416-642-2807

Fax:

416-642-2810

Email:

toinfo@wilsonblanchard.com

15A-842 Victoria Street North
Kitchener, ON
N2B 3C1

Phone:

519-743-7667

Fax:

519-571-5083

Email:

kwinfo@wilsonblanchard.com

Newsletter Editor Email:

newsletter.editor@wilsonblanchard.com

Visit us at:

www.wilsonblanchard.com