



Condo Connection

Wilson-Blanchard – Condominium Management with Experience and Integrity

www.wilsonblanchard.com

Everything is New Again!

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.

We're certain that the first thing you will notice in this issue is our new logo and branding, but that's not all that is new at Wilson-Blanchard. We are also proud to announce that we are now ACMO2000 certified!

Our newsletter 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.

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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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WB Obtains ACMO2000 Certification

By Dean McCabe, RCM, ACCI
Vice President – Operations

Wilson-Blanchard is proud to become the latest ACMO corporate member to earn the ACMO2000 designation. This certification is the latest and most significant step in the Wilson-Blanchard plan to demonstrate that our company is the most trusted name in condominium management.

ACMO2000 certification is earned by submitting to an independent, third party audit of business practices and corporate policies on document and financial record keeping and ensures that Wilson-



Blanchard is managing the affairs of our clients in accordance with the Condominium Act.

The auditing firm, BSI, was recently selected by the Association of Condominium Managers of Ontario (ACMO) to take over the certification and audit

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responsibilities for the ACMO2000 program. They are nationally recognized ISO Standard auditors.

The BSI auditors spent time in our Toronto and Hamilton offices as well as a random site office managed by Wilson-Blanchard. During this time they compared the reports that the Wilson-Blanchard finance department prepares with the standards set by the Certification and Standards Committee which includes input from industry leading Chartered Accountants. BSI also looked at the minutes, documents and unit record keeping procedures for our clients. They looked at the reports that our managers submit to our Boards of Directors, the inspection reports that we complete and the annual plans that we prepare to assist WB managed condominiums in planning for preventive maintenance.

After reviewing the report and the recommendations of the auditor we are thrilled to

"We don't want to just GET ACMO2000 - WB wants to BE ACMO2000."

announce that on October 14th Wilson-Blanchard received their ACMO2000 certification.

In the process of earning this prestigious certification Wilson-Blanchard adopted a motto that we believe is a testament to our dedication to lead the condominium industry: We don't want to just GET ACMO2000 - WB wants to BE ACMO2000.

In order to prove this, Wilson-Blanchard has developed a compliance team that will perform random reviews of ACMO2000 compliance on a quarterly basis. This commitment to be true to the service standards we have set for ourselves will be the most stringent self compliance program in the condominium management industry.

Wilson-Blanchard will also submit to regular compliance audits by the independent auditor chosen by ACMO. These audits are designed to show that WB is "walking the walk" in educating our team of managers and administrators, monitoring the security and accuracy of our dedicated financial team and giving professional service to the condominium corporations that have placed their trust in us.



Insurance Reminder

On July 12, 2011 a fire broke out at an Edmonton apartment building injuring four people plus two firefighters and causing an estimated \$4.5 million in damage. The fire was caused by a propane heater that was being used to raise the temperature inside the apartment to exterminate bed bugs.

Prior to commencing any similar activity in your building, please ensure that the pest control company you have contracted is well trained and carries adequate insurance.

(Story details obtained from the Edmonton Sun <http://www.edmontonsun.com/2011/07/18/bedbug-infestation-led-to-downtown-blaze>).

Follow-up – Hydro Rebates

Our previous newsletter released on July 8, 2011 included an article about the 10% Ontario Clean Energy Benefit not being applied equally to all Condominium corporations. We also noted that as a result of pressure applied by several of our property managers, their Boards of Directors and the Golden Horseshoe Chapter of CCI, Burlington Hydro was the first municipality to correct the issue and offer retroactive rebates to all corporations. Similar work has been and continues to be done in other jurisdictions to ensure that all corporations managed by Wilson-Blanchard receive their full share of the available rebates.

ACMO has also issued a similar alert to all of their members reminding them to contact their local electricity utility company to request a self-

declaration form to confirm that their condominium corporation is eligible for the rebate.

If your corporation is still not receiving the 10% rebate, please talk to your property manager about the current status of his / her communication with the local utility to enquire why.

The ACMO alert, dated July 27, 2011, can be found at <http://www.acmo.org/news.php>.

Consumer Choice Award



Wilson-Blanchard is proud to be the 2011 Consumer Choice Award winner for our community in the category of "Property Management Company".

The Consumer Choice Awards are selected by an independent market research survey of consumers and businesses. The Award is considered the most distinguished award of excellence in Canada due to the unique statistical survey and selection process performed by the largest Canadian independent research firm, Leger Marketing.

Welcome!

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

- Peel Condominium Corporation #275
- Peel Condominium Corporation #345
- Waterloo Standard Condominium Corporation #520
- Wellington Condominium Corporation #13
- Wellington Condominium Corporation #66
- Wellington Condominium Corporation #74
- Wellington Condominium Corporation #88
- Wellington Condominium Corporation #89
- Peel Condominium Corporation #539
- Peel Condominium Corporation #549
- Waterloo North Standard Condominium Corporation #470
- Halton Standard Condominium Corporation #490
- Halton Standard Condominium Corporation #500
- Peel Standard Condominium Corporation #912



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