



Condo Connection

Wilson, Blanchard Management Inc. – *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:

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Continuing Education for WB Property Managers

By: Wayne Klem
Executive Director of Property Management - Toronto

Wilson, Blanchard, since 1995, has been providing professional condominium management and has always strived to keep their managers abreast of what is happening within the condominium industry by conducting company wide manager meetings on a monthly basis. These meetings are designed to provide **WB** managers with insight into the industry, whether it be new and/or pending condominium legislation changes, new services and/or products, energy saving programs, or changes to provincial legislation such as Bill 168 and AODA.

This has been a very worthwhile and successful program over the years. Now that **WB** has grown with the acquisition of Mather Property Management, Casa Property Management and the continued growth in our Hamilton Head office as well as our new Waterloo Regional Branch office and our Toronto Branch office, **WB** realizes that it is time to change our training and education program for our managers to better serve our

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clients and provide a better means of educating our managers going forward.

To better support our managers and our clients in each specific geographical area of our condominiums, it is time to be innovative and change the direction of our manager meetings. Effective September 2013 **WB** has been holding quarterly global manager meetings with all **WB** managers. These meetings will be focused on universal topics covering items that relate to all condominiums and topics that are designed to assist all of our managers in personal and professional development. In the months of October, December, January, and May, our managers meet with the Executive Director of Property Management for our Hamilton Head Office, our Waterloo Regional Branch office, as well as our Branch office in Toronto with their portfolio of property managers. The topics of these meetings are chosen and include presentations by contractors, engineers, and service providers who service the portfolio managed by each office in an educational format.

WB being an ACO 2000 management company means that all of our manager meetings are specifically designed to provide information and to educate our managers. This training is credited towards the RCM Continuing Education Program and falls in line with the ACO 2000 Certification Guidelines.

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Wilson, Blanchard and its executive team along with all of our property managers, are very excited about the new direction that our Manager Meetings are going in and we strongly believe the results of this new program will provide **WB** with a more qualified and astute team of managers for our clients.

Advantages of Pre-authorized Payment

By: Ryan Barneski
Account Administrator- Hamilton

For some, entering into a pre-authorized payment (PAP) schedule might seem like you're "giving access to your personal information... and money", but there is little to worry about.

We are only allowed to withdraw the agreed upon amount of your common fees, and consent must be given for any other withdrawals beyond this scope (assessments, arrears, etc...).

There are some advantages to going "paperless":

- There is no more filling out cheques or dropping off cash or bank drafts to management's office; it is all done electronically, including the changing of fee amounts.
- There are no more mailing costs associated with sending cheques via post.
- There are fewer costs with regards to ordering cheques from your bank.
- It removes the potential for lost cheques, as they are small pieces of paper, and although it is rare, from time to time they can get lost in the shuffle.
- There is no worry about a late payment, as all collection is done on the first of the month electronically. The burden of timing is all on the management company.
- And lastly, it greatly reduces the chance of human error, as the amounts will be correct every month.

As our lives are only getting busier and more complicated, more and more owners are opting for PAP to save them time, money and aggravation.

More Than 525,600 Minutes...

By: Paul Black, BA, Bed & Paul Casuccio, RCM, AIHM
Directors of Property Management, Waterloo Regional and Hamilton

How do you measure the 525,600 minutes that make up a year? In daylights; in sunsets; in midnights; in cups of coffee; in holidays taken; in issues and problems of time gone by; in the number of meetings done or yet to go; in laughter and memories of time gone by; or just by reminiscing?

Paul Black and Paul Casuccio saw those 525,600 minutes in another way; the beginning of a new chapter in their lives and a change of direction in their careers in property management – complete with new beginnings and new challenges – as they became part of the Wilson, Blanchard Management Inc. family. And what a family it is, with many planned staff and family functions from BBQs and golf tournaments to holiday parties and a night out at the ball game.

More than a year ago, Casa Property Management and Mather Management Services joined Ray Wilson and David Blanchard in fulfilling their dream of creating the most trusted name in Property Management; by a merger of these three companies, now working under one name: Wilson, Blanchard Management Inc. These strategic alliances brought the best that Casa Property Management and Mather Management Services had to offer to an already strong and trusted ACMO 2000 company in the Property Management Industry.

Can you believe it has been over a year since Wilson, Blanchard, Casa, and Mather Management, completed the strategic alliance and merged into one company? The time just seemed to fly by and there was never a dull moment. It seems like just yesterday the two companies were talking with Ray Wilson and David Blanchard on how this would be accomplished and here we are today, well beyond what was started more than a year ago, reviewing the efforts and results, and the initial indications and reviews have been very positive for all those involved.

In the initial stages it seemed overwhelming, thinking about the task ahead and considering if this was the right move for everyone involved.

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Casa blazed the path ahead by being the first company to merge in this new segment of growth.

Casa was not, however, the first company to be acquired by Wilson, Blanchard; they had done this once before with a company known as Fengate. The previous strategic alliance with Fengate put in place the expertise and experience needed to guide Paul Casuccio of Casa through the process of merging with Wilson, Blanchard. Paul Casuccio felt very comfortable with the knowledge that Ray Wilson and Karen Reynolds had successfully navigated a merger prior to Casa. Paul noted that it gave him the confidence and reassurance to know this had been successfully accomplished by Wilson, Blanchard. It proved to him that Wilson, Blanchard had the necessary resources and staff in place to complete the project.

We were both impressed by the staff Ray and Karen had in place to answer questions and do the work required to complete the merger in an efficient and timely manner.

When you look at the sheer magnitude, effort and manpower required to move the physical records (minutes, files, plans, archived information) along with the process of entering the data (unit owner's names and addresses and contact information), along with all of the financial information required to start up the accounting systems, along with the transferring of banking information and requirements, this really puts into perspective the amount of hours this project involved. This was no simple task, and it demonstrates the kind of leadership and coordination that existed prior to this massive endeavour being initiated and completed. The team work and dedication shown by the staff of Wilson, Blanchard was quite an impressive show. This was not surprising, being the recipient of the Consumer's Choice Award for 3 years in a row now.

So that was the logistical side of the merger and if that was not enough to be concerned about there was one more important aspect that needed to fall into place for this project to be successful; the acceptance by clients and customers of Casa and Mather Management. Without their acceptance and complete trust in this step forward, the strategic alliance would not have been successful. The major credit for this part of the project has to go to the following groups: first the staff of Casa and Mather Management Services who trusted and believed in the decisions that were being made by Paul and Margot Casuccio of Casa, and Pam Mather of Mather

Management Services; secondly Wilson, Blanchard; and finally the most important people involved, the clients of Casa and Mather Management.

Without our clients having the trust and faith in the decision being made on their behalf, this process could not have happened. Yes, there were some bumps along the road, but all in all the ride and process was as seamless as possible to our clients. We would personally like to thank our staff from Casa and Mather for their hard work and efforts to ensure that the clients were the big winners in all of this. We know it has been a huge learning curve adopting the new standardized policies, procedures and formats to align with ACMO 2000 requirements and the direction in which Wilson, Blanchard is heading towards, but we all agree that the effort and dedication were well worth it and our clients are the big winners in getting all the best of what Wilson, Blanchard is known for in property management. To our clients, we value the trust you demonstrated in allowing us to move and guide you forward in our endeavours to provide you with the best service the industry has to offer.

We also appreciate your patience and understanding during the process and your willingness to look beyond the short term problems towards the long term gains. The process is complete but the results and future services offered by Wilson, Blanchard are just beginning and you the customer will benefit from this journey as we continue to move forward. Some of the benefits you would have noticed already would include better banking packages with higher interest rates, competitive and better pricing on insurance, access to a larger preferred contract list, top of the line industry standard accounting package and Wilson, Blanchard's commitment to being the most trusted name in Property Management.

There were a lot of people to consider when this project first started and from what we have seen so far any second guessing we had experienced prior to this merger was not necessary. The professionalism, dedication by all of our staff (Wilson Blanchard, Casa and Mather) along with our clients' long lasting business relationships and trust, have really made the last 525,600 minutes all worthwhile. We I look forward to what the future has in store for us as part of the Wilson Blanchard Management Family and we thank all of you for helping us get to where we are today and look forward to where tomorrow will lead us.

RCM Courses for All

By: Tracie Contasti
Administrative Assistant- Hamilton

In the spring of 2012, Wilson, Blanchard began offering the ACMO RCM courses to all employees interested in pursuing their RCM designations.

The education provided is not only convenient, as all courses are offered in house, it is also offered at no cost to the employee.

As an employee who has taken advantage of these courses, it has been a great learning experience. The knowledge that I have acquired has been very useful in my day-to-day responsibilities as an administrative assistant and when providing coverage when the Managers I assist are either away from the office or on vacation.

We're Growing!

Please join us in welcoming the newest members to the Wilson, Blanchard family!

- Crystal Anderson
- Elisha Day
- Karin Luke
- Nick Obermeyer
- Dorothy Tsang
- Harry Nielsen
- Doris Henrique
- Mirella Kovach
- Frank Puchiele

Welcome!

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

- HVLCC 14
- TSCC 1917
- TSCC 1965
- TSCC 2027
- Quantum Shared Facilities
- WaSCC 561
- WISCC 195
- PCC 273
- PSCC 888
- HCC 207
- NNCC 4
- MTCC 639



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