



CONDO CONNECTION NEWSLETTER



[Q4 - 2018]
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Message from the President

Demonstrating Our Commitment to Innovation and Improvement

At Associa, we believe that when we strive to be the best, our communities achieve their best. I would like to express my gratitude to you for trusting Wilson Blanchard with the responsibility of serving your condominium community.

We've spent the year working tirelessly to improve upon the offerings we provide in several key areas. Here are a few things we've done in 2018 to improve your community living experience:

- We have worked closely with Yardi on the implementation of a tracking system for the Agreement to Receive Notices Electronically, allowing owners to opt-in for email delivery of notices required under the Condo Act. This has resulted in significant cost savings for those clients who have passed a resolution allowing delivery by email, decreasing both printing and postage charges on items such as budgets, AGM packages & PIC's.
- We continue to improve our Manager support system and the training of new Managers entering the field. There are always members of our team available to assist your Condominium Manager, Property Administrator or Accounting Administrator. Senior and executive staff are available to assist with guidance and advice behind the scenes for any specific issue or attend a board, owner or project meeting when required to provide additional support to the Manager and client.
- We continue to increase the level of expertise on our team to ensure you have even better guidance when planning for your corporation. Of course, all our Condominium Managers are licensed with the CMRAO, but WB believes strongly in continuing education – both from in-house and external sources. WB has ACMO-authorized instructors for the required courses who also teach the ACMO courses for colleges in Ontario. WB has regular mandatory Manager Meetings where experts provide industry updates and best practices to our Managers. We also provide education assistance for all employees to enroll in CCI and ACMO seminars and conferences, along with attending other college or professional organization courses like BOMI and REIC.

As you can see, innovation and improvement aren't just buzzwords for us, they're core values that shape the way we serve you. At Wilson Blanchard, we strive to go above and beyond the traditional duties of a management company to constantly introduce solutions to help you achieve your corporation's vision more efficiently and effectively than ever before.

We wish you continued success as you finish this year and look forward to achieving even more together in 2019.

Sincerely,
Brad Wells
President – Wilson, Blanchard Management Inc.

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5 CONDO TERMS

EVERY BOARD MEMBER NEEDS TO KNOW

Whether you're a new member of your condominium community's board of directors or you've served for years, being familiar with basic condo terminology is essential to the success of your role. Knowing these key condo terms will help you get up to speed or serve as the refresher you need to improve as a leader of your community.

1. FIDUCIARY: The highest ethical and moral obligations and duty of good faith a person is charged with for fulfilling their responsibilities. The board of directors of a condominium corporation has a fiduciary responsibility to act in the best interests of the corporation.

This is a fancy sounding term that applies to the board of directors of a condominium corporation. It boils down to trust. The straightforward definition of 'fiduciary' alone is stated as: involving trust, especially with regard to the relationship between a trustee and a beneficiary.

That definition is not very practical. In a nutshell, when you are a board member for a community, you need to act for the good of the community as a whole and not for yourself. You have a duty to make decisions for the benefit of all instead of just your home or your friend's homes nearby.

*Jesse Dubuque, CMCA®
Director of Client Development,
Associa Minnesota*

2. GOVERNING DOCUMENTS: The Declaration, Bylaws, Rules and Regulations, articles of incorporation or other documents which govern the operation of the condominium corporation.

Condominiums have multiple governing documents that create somewhat of a hierarchy of requirements for the Corporation. These documents include the Declaration, which once registered

with the land registry office essentially creates a Condominium Corporation. Next there are bylaws, rules and regulations, and in some cases there are also Board created policies. The higher up in the hierarchy of documents the more difficult for a Corporation to change. For example: to amend a Declaration, at least 80% of owners must consent in writing. A bylaw can be implemented or changed by a majority vote in favour. A rule can be changed by a motion of the Board with notice to owners who can then requisition a meeting to vote on same.

*Melissa Kirkaldie, RCM
Executive Director of
Property Management
Wilson Blanchard Management Inc*

3. QUORUM: Quorum is defined in the Merriam-Webster dictionary as 'the smallest number of people who must be present at a meeting in order for decisions to be made.'

Don't forget to show up to the board meeting. When someone prepares for a meeting with the expectation quorum will be met and business will occur and members of the board don't communicate scheduling conflicts beforehand, it reflects a lack of commitment to the board and can cause distrust between board members. It can also delay very important, time-sensitive decisions. Outstanding board members are on time, prepared and reliable.

*Erin Baker
Business Development Director,
Colorado Association Services*

4. BUDGET: The financial plan for a corporation which estimates income and expenses for a specific time period.

Whether your finances are in disarray or you're trying to take them from good to great, get familiar with your budget. What specifically is the community spending money on and how much is it spending? Are you covering all your mandatory expenses? Are you in a deficit?

*Josie Flicek, CMCA®, AMS®
Business Development Manager,
Cities Management*

5. RESERVES: Funds set aside by the condominium corporation as required by section 93 of the Condominium Act, 1998, for the major repair and replacement of the common elements.

The Board should work closely with their engineering consultant and Condominium Manager when preparing a Reserve Fund Study to ensure the plan meets the needs of the community. Once the reserve funding plan is in place, it is important to review it regularly so it can be followed as written, both in planning for the major repair projects and maximizing reserve investment yields by investing money until it is needed.

*Mike Mullen, RCM, B.A.
Senior Vice President, Property
Management, Wilson Blanchard
Management Inc*

CANNABIS RULE CASE STUDIES

Case Study #1:

Condo Name: TSCC No. 1587

Condo Type: High-Rise

Rule Attempted: All cannabis ban. No smoking tobacco on balconies or patios effective immediately. Grandfathered clause – no smoking tobacco in suites after 5 years

Method: New rule

Challenged by Owners: No

Approved: July 23, 2018

CLASSIFIED

Case Study #2:

Condo Name: TSCC No. 1603

Condo Type: High-Rise

Rule Attempted: All cannabis ban. Grandfathered clause – no smoking tobacco in suites or on balconies or patios after 5 years

Method: New rule

Challenged by Owners: No

Approved: July 23, 2018

CONFIDENTIAL

Case Study #3:

Condo Name: WaSCC No. 624

Condo Type: High-Rise

Rule Attempted: Prohibit smoking of cannabis and tobacco in units and on common elements. Also prohibit growing of cannabis in units and on common elements.

Method: New rule

Challenged by Owners: No

Additional Info: This building is largely student rentals. The majority of leases already prohibit smoking within the units, which is believed to have impacted on the acceptance of this rule without opposition.

Approved: August 5, 2018

CONFIDENTIAL
TOP SECRET
CONFIDENTIAL

Case Study #4:

Condo Name: YRSCC No. 1273

Condo Type: Low-Rise

Rule Attempted: Prohibit all smoking on common elements including balconies and terraces

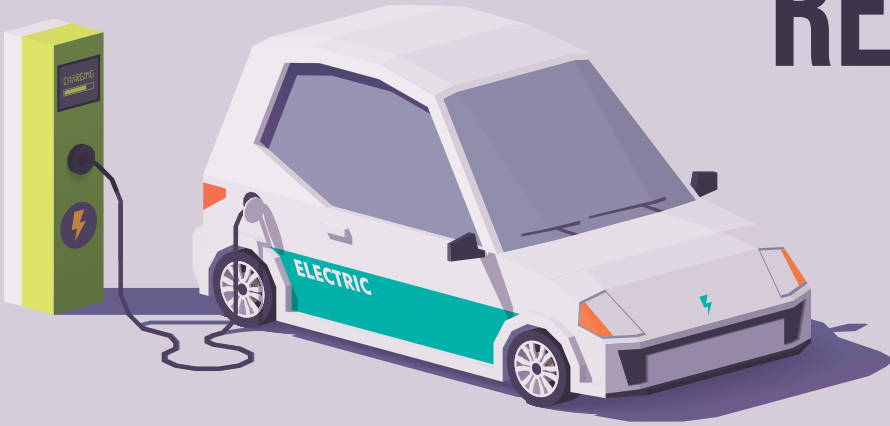
Method: New rule

Challenged by Owners: Three owners disagreed, worried about resale value of their unit.

Approved: July 18, 2018

CLASSIFIED

EV Charging Station REGULATIONS



By Jeff Lack, BAcc, CPA, CGA
VP, Communications & Administration | Wilson, Blanchard Management Inc.

Recent changes to the Condominium Act regulations make it easier for both Boards and owners to proceed with installation of electric vehicle (EV) charging stations in condominium communities. However, increasing the presence of electric vehicles in condos still comes with challenges such as whether existing electrical systems can support high-voltage charging stations.

NEW REGULATIONS

The new regulations (which amend O.Reg 48/01) mean that condo corporations wishing to install EV charging stations are exempt from section 97 of the Act provided certain conditions are met. Likewise, owners wishing to initiate an installation are exempt from section 98 of the Act so long as certain conditions are met. The two aforementioned sections contain provisions related to additions, alterations or changes to the common elements by a corporation or an owner respectively.

CORPORATION INSTALLATIONS

There are two ways a corporation can gain exemption from section 97; the first is if:

- The cost of installing the EV charging station(s) is less than 10% of the budgeted common expenses, AND
- There is NO material reduction or elimination of use or enjoyment to the owners of the units that they own or the common elements / assets of the corporation.

If these conditions are met, the corporation must send notice to the owners (containing information prescribed in the regulations) 60 days in advance of the installation in order to proceed and be exempt from section 97. Under this first set of circumstances, owners would not be permitted to requisition a meeting to vote against the installation.

In the second scenario, a meeting can be requisitioned by owners to oppose installation, if:

- The cost of installing the EV charging stations is more than 10% of the budgeted common expenses, AND / OR
- There IS expected to be a material reduction or elimination of use or enjoyment to the owners of the units that they own or the common elements / assets of the corporation.

A corporation can still gain exemption from section 97 and proceed with installation of the EV charging stations by sending notice to the owners 60 days in advance (again, containing the information prescribed in the regulations, including advising the owners of their right to requisition a meeting) if:

- The owners either do not requisition a meeting to vote against the installation, OR
- Do requisition a meeting but do not vote against the installation.

OWNER INSTALLATIONS

For owners, there are two steps (rather than two ways) to gain exemption from section 98 of the Act and proceed with the installation of an EV charging station.

Step 1 is an application process. An owner must send an application to the condo corporation including installation specifications, drawings and the proposed location of the charging station. While the cost of preparing these items is the owners' responsibility, the corporation must cooperate in providing the owner - at the corporation's cost - with any permissions, information, or authorizations required to prepare the application.

Once the application is received, the Board must respond within 60 days and may only reject the application if:

- The installation would contravene the Condo Act or the Electrical Safety Code,

OR

- Would adversely affect the structural integrity of the property or the corporation's assets, OR
- Would pose serious health or safety risks or a risk of damage to the property or corporation's assets.

There are two items of interest to note regarding the reasons for rejecting an application:

1. The application cannot be rejected for contravening the Declaration, By-Laws or rules of the corporation, only for contravening the Condo Act or ESA, and
2. Any rejection must be based on expert opinion, for example an engineer's report or legal opinion.

The Board may, in the process of accepting the application, propose that installation take place in an alternative manner or location, however the alternatives can only be proposed if they would not cause the owner to incur unreasonable additional costs.

Step 2 of the process is for the owner and the corporation to enter into an Agreement for Installation, which must be done within 90 days if the application is not rejected or withdrawn by the owner. Note that the terminology is "not rejected", which appears to imply that a corporation that sits idly by and does not respond to an owner's application will be deemed to have accepted the application by not rejecting it.

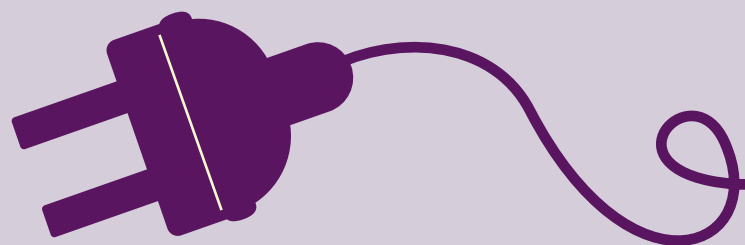
The Agreement for Installation (which essentially replaces a Section 98 agreement) must be registered on title and must specify who (the owner or the corporation) will be responsible for each aspect of the project. In most cases, it is expected that the owner submitting the application will be responsible for the installation costs, but this can be negotiated along with the other terms of the agreement. It should also be noted that the corporation can recover any costs, charges, interest and expenses related to the owner's failure to comply with the Agreement for Installation, now or in the future.

CHALLENGES

Corporations and owners need to keep in mind that installing EV charging stations is not as simple as putting in an outlet and running a wire to the electrical box. Electrical capacity may impede installation at certain sites as capacity varies from building-to-building. In addition, inadequate space in a building's electrical room for new infrastructure or the lack of capacity at the transformer station supplying the building's electricity can also cause constraints. With this in mind, corporations may wish to undertake electrical audits to understand the capacity to handle EV charging systems.

MEDIATION & ARBITRATION

Lastly, any disagreement between the corporation and the owner with respect to the proposed installation of a charging station is subject to mandatory mediation and arbitration. Any disagreement not submitted by an owner to mediation or arbitration within 6 months will result in the owner's application being deemed as abandoned.



Employee PROFILES



Kim Chiu

Position: Manager Client Payroll/
Corporate Accounting
Office Location: Hamilton
Entered Condo Management and/or
Years with WB: 22 years with WB
Favourite Movie: Pretty Woman
Favourite Food: Bacon
Favourite thing about WB or Condos:
Favourite thing about WB is that everyone
is nice and friendly. We are like a family.
What job did you want to be when you
were 6 year's old? Nurse.



Maria Aitkenhead RCM

Position in Company: Property Manager
Office Location: Cambridge
Entered Condo Management and/or
Years with WB: 5 years
Favourite Movie: Anything by Marvel
Favourite Food: Hamburgers
Favourite Saying/Quote: The more you
love your decisions the less you need
other people to love them....Unknown
Favourite thing about WB or Condos:
People I work with.
What job did you want to be when you
were 6 year's old? The bionic Woman.
Whatever job she had I wanted.



Sharon Hammond

Position: Senior Site Administrator at 4450 Tucana
Court. (Starting my 13th year at this site).
Entered Property Management and/or years with
WB: In 1981; with Wilson Blanchard since 2006.
Favourite Movie: Mrs. Doubtfire
Favourite Food: Mac and Cheese (my own)
Favorite Quote: My dad always taught my brother
and sister: "Remember whose kids you are and make
us proud!" If you are going to do something, do
it right!

Favourite thing about WB or Condos: I work mostly
on my own at the site with an excellent security
and cleaning team but it is nice knowing that I have
an entire team available at WB if I can't handle
something. Our WB Accountant Tara Ciruolo is the
best out there! The WB website is a great tool for
info as well.

What job did I want to do at 6 year's old: Be a nurse.
That changed when I looked at any blood other than
my own.

Associa Cares Helping Families

Data as of August 2018

AMOUNT RAISED

\$400,605



OF FAMILIES ASSISTED

224



DISTRIBUTED IN ASSISTANCE

\$257,000



We've responded to home fires, floods, tornados, volcanic eruptions, high rise tower fire in Toronto, the CARR and HOLY fires in California, and we are currently responding to victims of Hurricanes Florence and Michael.

Know someone who needs help? Email info@associacares.com.



NO HOLIDAY PARTY IS COMPLETE WITHOUT Delicious Food.

Spinach Dip

From Kelly Hare, Wilson Blanchard Management,
Hamilton, ON. | Makes 3 cups

Ingredients

1 pkg frozen chopped spinach – cooked and drained as per package instructions
1 pkg Knorr vegetable soup mix
1 cup mayo (Hellman's is preferred)
1 cup full fat sour cream

Directions:

- In a large bowl, mix all the ingredients together.
- Cover mixture.
- Recipe is best prepared the day before serving to allow flavours to blend. Refrigerate overnight.
- Serve with bread or tortilla chips of your choice.

Buffalo Chicken Dip

From Kelly Hare, Wilson Blanchard Management,
Hamilton, ON. | Makes 4 cups

Ingredients

2 cups cooked chicken (grocery store rotisserie is fine)
cut into small chunks
1 pkg cream cheese (softened)
½ cup Franks red hot sauce
½ cup blue cheese dressing
½ cup blue cheese crumble
Optional – grated cheese for topping

Directions

- Mix together cream cheese, red hot sauce, blue cheese crumble and dressing.
- Add chicken. Mix to combine
- Optional - add more cheese to top to create crispy topping
- Bake 20 min at 350 degrees
- Let cool slightly before serving with your choice of bread or tortilla chips

BUY EAT DO



Here are some tips for what's on sale, what's in season and what chores are smartest this season.

NOVEMBER

BUY: Indoor fertilizer, mulch

EAT: Pears, brussels sprouts, squash

DO: Cut back annuals and perennials, clean houseplants, clean and store tools

DECEMBER

BUY: Indoor bulbs, Christmas trees, houseplants

EAT: Clementines, pomegranates, turnips

DO: Shop seed catalogues, prune large trees, pot up paperwhites and amaryllis bulbs

JANUARY 2019

BUY: Seeds to start indoors, houseplants, new tools

EAT: Butternut squash, citrus, microgreens

DO: Plan your garden, recycle your Christmas tree, plant an indoor herb garden

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