

CONDO NEWS

YOUR STRATA CONNECTION TO EDUCATION
CCI Vancouver Chapter

Includes:

***Civil Resolution Tribunal Updates
Legal Corner
Business Partner and Professional Members
Directory,
CCI Vancouver Services at a Glance and the
2017 STRATA OF THE YEAR AWARD WINNER***

Canadian
Condominium
Institute



Vancouver Chapter

Institut
canadien des
condominiums

Fall 2017

THIS ISSUE

- ▶ Let's Talk Claims
- ▶ From a Big Backyard to a Windy Balcony
- ▶ Why are Depreciation Reports Crucial?
- ▶ Going Green Without Seeing Red
- ▶ Seven Culprits For Odour Complaints



PRESIDENT'S MESSAGE

Jamie Bleay,
President, CCI Vancouver

At the conclusion of our annual general meeting in September my term as president of CCI Vancouver came to an end. As the retiring president I have reflected back at what CCI Vancouver has accomplished from its humble beginnings back in 2002.

Over the past several years CCI Vancouver has made a name for itself as an organization that provides relevant and entertaining educational seminars and events to strata councils throughout the Lower Mainland. Surveys and word of mouth has allowed CCI Vancouver to know and understand what topics and issues are important to our members and the condominium industry at large. CCI Vancouver has covered everything from hoarding to human rights issues, Airbnb to smoking, and the 'new' Civil Resolution Tribunal, just to name a few of the dozens of educational seminars that have been presented by our wonderful group of volunteers over the years. CCI Vancouver will do its best to continue to present interesting and topical educational seminars and provide important and relevant educational information to our members to assist them with the administration and governance of their strata communities.

We have introduced several new initiatives over the past year; one of them involving a contest to identify the Strata of the Year from among our members. The winner of this year's Strata of the Year is the Carina, also known as Strata Plan BCS 334. Congratulations to this year's winner which is a great example of how, even in a residential high rise tower, community building within the building and within the neighbourhood can be accomplished.

The other significant initiative is the Condo 101 educational course which is scheduled to be presented on October 17, 2017. Consult our website for more information about this and to register for this educational opportunity. It is free to council members of strata corporations with active CCI Vancouver memberships.

Once again I must thank all of the hard working volunteers who always find the time to help. If you are interested in volunteering for a committee or want to join the CCI Vancouver board you can e-mail us at contact@ccivancouver.ca.

Jamie Bleay – President CCI Vancouver

Welcome New Members

- ▶ EZ Condo Tools Inc.
- ▶ Qondo
- ▶ Carol Stengert
- ▶ Jess Ketchum
- ▶ Ally Engineering
- ▶ Strata Plan BCS 0334

▶ To receive issues of Condo News by email and be notified of upcoming CCI-Vancouver Strata Educational Seminars and Courses:

Subscribe to the
CCI Vancouver E-Newsletter

CCI Vancouver Chapter Board of Directors

Paul Murcutt, President,
BFL Canada Insurance Services Inc.
Email: pmurcutt@bflcanada.ca

Phil Dougan, Vice President
Access Law Group
Email: pdougan@accesslaw.ca

Jamie Bleay, Past President
Access Law Group
Email: jamieb@accesslaw.ca

Steve Page, Treasurer
Service Master Restore of Vancouver
Email: spage@servicemaster.bc.ca

Jim Allison, Member at Large
Assertive Northwest Property Management Group
Email: jim@assertivenorthwest.com

Alex Chang, Member at Large
Lesperance Mendes Lawyers
Email: ajc@lmlaw.ca

Lisa Frey, Member at Large
Gowling WLG (Canada) LLP
Email: lisa.frey@gowlingwlg.com

Sat Harwood, Member at Large
Lesperance Mendes Lawyers
Email: sdh@lmlaw.ca

Sean Ingraham, Member at Large
FirstService Residential BC Ltd.
Email: sean.ingraham@fsresidential.com

Kelly McFadyen, Member at Large
CWB Maxium Financial Services
Email: kelly.mcfadyen@cwbfmaxium.com

Gaelan Porter, Member at Large
FirstService Residential BC Ltd.
Email: gaelan.porter@fsresidential.com

Tim Scoon, Member at Large
Suncorp Valuations Ltd.
Email: tim.scoon@suncorpvaluations.com

Carol Stengert, Member at Large
Condominium Owner,
Email: cstengert@hotmail.com

Silvano Todesco, Member at Large
Access Law Group
Email: stodesco@accesslaw.ca

John Wallis, Member at Large
Phoenix Restorations Ltd.
Email: johnw@phoenixrestorations.com

Grace Wang, Member at Large
HUB International Insurance Brokers
Email: grace.wang@hubinternational.com

Learn More at: www.ccivancouver.ca

President's Message 2

Contributing To CCI Vancouver Chapter
Condo News 3

Stratology 4

The Strata Property Act and the Condominium Act 4

Civil Resolution Tribunal Updates

Zhang v. The Owners,
Strata Plan BCS 1039 - 2017 BCCRT 56 5

Legal Corner

Strata Case Law in BC

Case Law 1
The Owners, Strata Plan NW 1245 v Linden,
2017 BCSC 852 6

Case Law 2
Paterson v. Burgess, 2017 BCCA 298 7

Condo Cases Across Canada 8

From the Strata Experts

Let's Talk Claims 10

From a Big Backyard to a Windy Balcony 12

With So Many Reports,
Why are Depreciation Reports Crucial? 14

Going Green Without Seeing Red 16

Seven Culprits For Odour Complaints 18

2017 Strata of the Year Award Winner 20

Business Partner and Professional
Members Directory 24-26

CCI Vancouver Services at a Glance 28

HAVE A STORY OR ADVICE TO SHARE ON STRATA ISSUES?

CCI Vancouver accepts **educational articles** from **Strata Councils**, **Business Partner and Professional Members** that are useful for strata councils and corporations in BC. Submitting an article provides you with the opportunity to contribute toward our award winning publication aimed at helping strata councils and strata corporations to be better equipped to perform their duties.

Articles submitted by **Business Partner and Professional Members** should be relevant to the contributor's area of expertise. Only one article per industry/company will be accepted for each issue.

Articles submitted by **Strata Councils** should tell the story of how a problem was solved or the strata community was improved. By sharing your stories, your challenges and successes, you will inspire other councils to problem solve and be contributing toward strata best practices, helping others to build strong communities.

Go to the CCI website to see **submission requirements**. Issue deadlines:

Winter – December 1
Spring – March 1

Advertising Opportunities in **Condo News** are available (only) to Business Partner members of CCI Vancouver. To become a **Business Partner Member** and to see **Ad Pricing and Specifications** visit **Our Website**.

Articles and ads can be forwarded to:
The Editor, The Condo News
Canadian Condominium Institute (CCI) - Vancouver Chapter
P.O Box 17577 PRO The Ritz
Vancouver, BC V6E 0B2
or contact@ccivancouver.ca

➔ JUST CLICK

All links in the electronic version of this newsletter are live. **Just click** to email, go to a website or find out more about CCI Vancouver and how we can help you.

CCI - Vancouver Chapter

PO Box 17577 RPO The Ritz, Vancouver, BC V6E 0B2
P: 1.866.491.6216, Ext.114
Email: contact@ccivancouver.ca
Website: ccivancouver.ca

Layout, design and production of **CCI Vancouver Condo News** by
Indigo Ink! Communications - Communicating Results
info@indigoink.ca - www.indigoink.ca

Everything You Need To Know About Strata Living

Stratology is written by Phil Dougan, a strata lawyer with Access Law Group, and will be published regularly in Condo News with the goal of providing information on fundamental strata matters that strata owners and council members need to know.

By Phil Dougan,
Access Law Group



The Strata Property Act and the Condominium Act

The first legislation in British Columbia dealing with strata land (also called condominiums) was in the 1960s. The Strata Titles Act, was drawn from Australian legislation — from New South Wales, as a way of subdividing and controlling land so that many people could own land jointly, and yet have their own title to land.

In the 1970s, the Strata Titles Act was replaced by the Condominium Act, that included a new set of 'standard bylaws' that applied to all condominiums. Those bylaws applied universally but could be amended, as long as the amendments did not contravene the Act.

In 1998 there began a transition to the Strata Property Act. By the year 2002, all strata corporations were to have transferred their function to the regime set out in the Strata Property Act. This meant, each strata was to review their bylaws and adopt the new 'standard bylaws' of the Strata Property Act.

Fast forward 15 years, and there are still strata corporations functioning under bylaws created under the Condominium Act; and believe it or not, a few still using the bylaws they inherited from the 1960s Strata Titles Act.

Any strata still using Condominium, or Strata Title, Act bylaws should raise an alarm for licencees and buyers. After so long, it is reasonable to say this lack of vigilance, that a strata has never reviewed its bylaws in 20 years, is verging on systemic negligence. If something as fundamental as the rules of the community have not been dealt with in 20 years or more, what else is "not done" in this community? ■

4

Find a contractor for every project.

Send a request to our list of contractors and receive multiple quotes immediately!

QONDO.CA

Constructive Condo Reporting Corp.

"Expertise Built on Construction, Engineering, Financial, Strata Living, and Legal Experience."

- ▶ Reserve Fund Planning | Depreciation Reports
- ▶ Existing Reports and Financials Reviews | Updates
- ▶ BC Housing Warranty Review Reports
- ▶ Form B Information Certificate Reviews

Jean-François Proulx M.Sc., CRP, RI

www.constructivecrc.com 1 (778) 232-6707

CIVIL RESOLUTION TRIBUNAL UPDATES

By Silvano Todesco,
Access Law Group



Zhang v. The Owners, Strata Plan BCS 1039 - 2017 BCCRT 56

This dispute concerned a very common theme within Strata Corporations: the refusal by an owner to pay insurance deductibles for damage caused by/arising from within their strata lot.

The issue in this case was the payment of a \$5000 insurance deductible that resulted from a plumbing leak.

The damage occurred when a water line in the wall cavity between the owner's strata lot ("Unit 3") and the neighbouring strata lot failed. The leak resulted in damage to Unit 3 and the strata lots beside and below Unit 3.

The Strata Corporation's bylaws provided that if a claim was made under the Strata Corporation's insurance policy, the owner of the strata lot "where the damage originated is responsible."

The owner of Unit 3 argued they should not be held responsible for the deductible as the damage occurred to a section of the pipe within the wall cavity and as such was common property. The Tribunal rejected this notion and held that the portion of the pipe that failed was actually within the strata lot.

The Tribunal then considered whether the owner of Unit 3 was "responsible" for the deductible as that term is used in section 158 (2) of the Strata Property Act and within the Strata Corporation's insurance bylaw.

After a review of the relevant caselaw, the Tribunal concluded that the term "responsible" was broadly construed as courts have held that owners are responsible for incidents that occur within their strata lot even if the loss is not the fault of the owner.

The Tribunal noted that the Strata Corporation's bylaws did not use terms such as "acts or omissions" or "negligence" which is common in many Strata Corporation bylaws. Accordingly, the Tribunal held that the bylaws did not import the higher standard of negligence before an owner could be forced to pay for an insurance deductible. Rather, the lower test of "responsible" applied.

As such, even if the owner was not at fault, they would still be responsible for an insurance deductible if the damage occurred within their strata lot.

As such, the Tribunal held that because the pipe ruptured within Unit 3, the owner was "responsible" for the insurance deductible and ordered that they repay the Strata Corporation for the \$5000 deductible.

This is an important decision because negligence terminology used in bylaws has resulted in a Strata Corporation being unable to collect insurance deductibles where there is no evidence of negligence on the part of the owner.

In *Clark v. The Owners, Strata Plan LMS 3938 - 2017 BCCRT 62*, the Tribunal held that although the owner of the washing machine which failed giving rise to damage was "responsible," the wording of the Strata Corporation's bylaws imported a stricter standard of negligence. As such, the Tribunal refused to hold the owner negligent for the washer's overflow or held that they were not required to pay the insurance deductible arising from the claim.

The take away from the cases cited within this article is that Strata Corporations should carefully review/amend the wording of their bylaws with respect to insurance deductibles to ensure that there is no wording that imports/imposes a negligence standard to the collection of insurance deductibles. ■

Silvano Todesco became a lawyer later in life and has had the benefit of over 12 years of business and management experience providing him with keen business insight and a practical approach to law.

Silvano views himself as a risk manager and views every step in litigation as a business decision with a constant goal of reaching practical solutions for his clients helping to reduce the economic impact of litigation as well as mitigating the stress that inevitably accompanies legal action.

Access Law Group

Silvano Todesco

Tel: 604-235-4667

www.accesslaw.ca

stodesco@accesslaw.ca

LEGAL CORNER

STRATA CASE LAW IN BC

Case Law 1

The Owners, Strata Plan NW 1245 v Linden, 2017 BCSC 852

The Supreme Court of BC recently ordered that an owner and his partner move out and sell their strata lot for their repeated abusive behaviour and bylaw violations.

The couple had been the subject of complaints for many years involving breaches of the bylaws, including excessive noise, vandalism and abusive behaviour towards residents and visitors. After the strata attempted to manage the issues themselves by sending warning letters and issuing fines to no avail, the strata brought a petition in 2016 seeking orders from the Supreme Court to curb their behaviour.

The Court in *The Owners, Strata Plan NW 1245 v. Linden, 2016 BCSC 619* ordered that the respondents cease their offensive conduct. They were specifically ordered to stop:

- (a) communicating with certain members of strata corporation, as well as their families and guests;
- (b) uttering abusive, obscene, or threatening comments;
- (c) intentionally listening into other strata lots in the strata corporation;
- (d) vandalizing common property, limited common property or other strata lots;
- (e) slamming or pounding on doors;
- (f) allowing or encouraging their dog to bark;
- (g) leaving dog feces anywhere on the common property;
- (h) yelling, screaming, singing or otherwise raising their voice on the common property or on their outside deck of their strata lot; and
- (i) yelling, screaming, singing or otherwise raising their voice in their strata lot in a manner that constitutes a nuisance between 8:00 pm and 8:00 am.

The strata were also granted a judgement for unpaid fines and costs.

Unfortunately, the couple was unable or unwilling to follow the order, so the strata went back to Court in 2017 to seek a declaration that they had breached the court's order and that their strata lot be sold. The Court concluded that it was clear that their behaviour had continued since the 2016 order. Indeed, the Court concluded their behaviour had escalated, noting that they had physically attacked residents since the 2016 order.

The respondents were ordered to move out and sell their strata lot within 30 days. They were also penalized with judgements for further fines and a significantly higher portion of the strata's legal costs for breaching the Court's order.

By Alex Chang,
Lesperance Mendes Lawyers



The court did not make the orders it did lightly but concluded that eviction was the only measure that remained. Thus, this case again demonstrates that owners and residents can ultimately pay a hefty cost if they persist in depriving their neighbours of the quiet enjoyment of their property that they deserve.

In the future, similar cases would likely be brought through the Civil Resolution Tribunal instead of the Supreme Court. However, the Linden case will still stand as a precedent.

For tips on how a strata or owner can prepare a claim in similar circumstances, please see this author's previous article, *Tips For Preparing For Your Claim Against The Your Nightmare Strata Neighbour* from the CCI Newsletter, Fall 2016 edition. The most important tip is that strata corporations should seek legal advice early when they are dealing with similar abusive owners or residents. ■

Alex Chang is a lawyer with Lesperance Mendes specializing in advising strata corporations and owners in all manner of condo issues including construction deficiency claims, bylaw enforcement, repair disputes, collections, and tenancy issues. He has acted for strata corporations and owners at all levels of court in BC and publishes articles regularly on strata law matters.

Lesperance Mendes Lawyers

Alex Chang

Tel: 604-685-1255

www.lmlaw.ca

ajc@lmlaw.ca

LEGAL CORNER

STRATA CASE LAW IN BC

Case Law 2

Paterson v. Burgess, 2017 BCCA 298

By Phil Dougan,
Access Law Group



Case Comment

Easement, covenant, right of way, restriction, bylaw: These are all things that can affect real property. Legally binding agreements of many kinds abound in the world of strata ownership. Knowing what these types of arrangements are and what they mean for a strata lot owner and a strata corporation as a whole can be very significant.

The Patersons own a waterfront lot in a small bare land strata that has a statutory building scheme attached to the land. A building scheme is added to the title of land to 'run with the land' (that is – almost always be effective, no matter who owns the land) to restrict the use of the land as it is developed. In the Patersons' case, the building scheme was very detailed setting out what type of roof shingle was allowed, what shade of colours could be used and where, and what type of homes could be built on the lots.

The Patersons' house is older, and they wished to demolish it and build a new home, slightly bigger than the building scheme would allow (about 17% bigger square footage-wise and only 2% bigger in terms of footprint). The Strata would not grant them a variance on the building scheme provisions, even though the evidence showed that virtually all of the other homes in the strata did not comply completely with the building scheme and many of the stipulations of the building scheme had not been enforced. The trial court allowed the Patersons their variance and in fact cancelled the building scheme; finding it obsolete. The Court of Appeal disagreed. The court said the whole intention and context and wording of a building scheme must be reviewed to determine its original intention and meaning in application in a particular variance situation.

The restrictions were understood by the court to provide for a very specific type of community to be established; and this had been achieved. Varying the restrictions, the court determined, would undermine the first intentions of the building scheme. As if to confirm the Court of Appeal's concerns, between having won at trial and losing at appeal the Patersons had abandoned the plans for the house they had previously proposed, and were looking to build a far large home. This, the Court of Appeal said proved the point that restrictions like a building scheme 'preserve' a community, and they cannot be seen as just 'restrictions.'

So, two things; read very carefully any documents that 'run with the land' you own or are looking to buy, so you know exactly what may be allowed or disallowed, and, never assume two wrongs will make a right. Just because a neighbour 'got away with' a change that should not have been allowed because of a restriction, will not mean you get to 'get away with' another change too. ■

Phil Dougan is a strata lawyer with Access Law Group. He appears at all levels of BC Court and has recently begun representing clients at the new Civil Resolution Tribunal (the CRT). From pets, to parking, to provocative people, Phil has seen it all; and can represent his clients to insure the 'problem' goes away.

Access Law Group

Phil Dougan

Tel: 604-628-6441

www.accesslaw.ca

pdougan@accesslaw.ca

LEGAL CORNER

CONDO CASES ACROSS CANADA

Summaries provided by
James Davidson,
LLB, ACCI, FCCI,
Davidson Houle Allen LLP
Condominium Law



Alberta

R. v Piasecki (Alberta Court of Queen's Bench) March 21, 2017

Police did not need a search warrant to obtain garbage left in a condominium's communal garbage bin

Mr. Piasecki was residing in a townhouse condominium. He was under surveillance. Police saw him leave his home with two white garbage bags. He walked down a lane between two rows of units and entered a garage that had been configured as a garbage receptacle for the townhouse complex. Police also saw that, when he left the garage, he no longer had the garbage bags.

Shortly thereafter, police entered the unlocked garage, and retrieved the garbage bags from a large industrial bin in the garage. The police had no consent to enter the garage, and no search warrant for this purpose. The question was whether the contents of the garbage bags could be used in evidence; or whether this was not possible because they had been acquired by unlawful search.

The Court held that the search was lawful and allowed the retrieved garbage into evidence.

The Court said:

In the end, and balancing all the factors identified in (the case of R. v Patrick), I conclude that this search without a warrant was justified. The strong evidence of abandonment more than cancels out the private location in which garbage was stored in the townhouse complex.

Ontario

Orr v. Metropolitan Toronto Condominium Corp. No. 1056 (Ontario Superior Court) February 7, 2017

Manager obligated to indemnify condominium corporation in relation to the costs of the proceeding

At the Ontario Court of Appeal, the condominium corporation had been found jointly liable to an owner who had purchased a unit with an illegal third floor (built into the common element attic space). The Court of Appeal also ordered the condominium corporation's manager to indemnify MTCC 1056 for the damages the condominium corporation owed the owner because of the negligent estoppel certificate issued to the owner. The Court of Appeal remitted two issues back to the trial judge:

- 1) The valuation of the owner's damages for the loss of third floor of her condominium; and
- 2) A determination of whether the condominium corporation could also claim indemnity from the property manager for costs paid and owed in the proceeding.

This decision dealt with the second issue – the indemnification obligations of the property manager. The Court held that the manager was obligated to indemnify the condominium corporation in relation to all costs paid and owed in the proceeding.

The Court said:

In my view, there are two reasons that (the manager) must indemnify MTCC 1056 for the costs it incurred and also for those that it has had to pay to the Plaintiff. First, the Court of Appeal found that (the manager) was the agent of the condominium corporation and in that capacity, it was negligent in the completion of the estoppel certificates. A principal who is not negligent by reason of its own actions but who is liable to another party in negligence as a result of the action of its agent can claim indemnification from the agent: (the case of Fenn v. Peterborough (City)).

Second, the crossclaim advanced by MTCC 1056 claims indemnity for any amounts it is found to be owing. In my view, that includes not only payment of damages, but also payment of costs. This case is one in which the quantum of costs exceeded the amount of damages awarded, so it would be unfair in these circumstances for a party who was found to be negligent by virtue of the actions of its agent, not to be able to claim indemnification for the costs from the negligent agent. To accept the argument of (the manager) would be to render the crossclaim by MTCC 1056 against its property manager of little effect.

York Condominium Corp. No 163 v. Robinson (Ontario Superior Court) April 19, 2017 **Owner ordered to cease and desist harassing communications**

This case dealt with an owner described as "a habitual e-mail writer and a frequent complainer." She sent emails to the condominium corporation's staff and management representatives, virtually every day. Her emails included insults, body shaming, name calling, and other types of course language and rudeness.

The Court found this dialogue to be in violation of section 117 of the *Condominium Act*, the rules of the condominium, and the *Occupational Health and Safety Act*.

The Court ordered as follows:

Accordingly, the Respondent shall cease and desist from uncivil or illegal conduct that violates the Condominium Act, or Rules of the Applicant. The Respondent shall also refrain from verbally or in writing abusing, harassing, threatening, or intimidating any employee or representative of the Applicant, and shall comply with section 117 of the Condominium Act by ceasing to conduct herself in a way that is likely to cause injury to an employee or representative of the Applicant.

The owner was also ordered to pay costs to the condominium corporation, fixed at \$15,000. ■

James Davidson is one of the founding partners of Davidson Houle Allen LLP and has been practicing condominium law for over 30 years. He represents condominium corporations, their directors, owners, and insurers throughout Eastern Ontario. His experience also includes building deficiencies, shared property interests, co-ownership and construction law. Jim is proud to be an associate (ACCI) and also a fellow (FCCI) of the Canadian Condominium Institute.

Davidson Houle Allen LLP

James Davidson

Tel: 613-231-8243

www.davidsoncondolaw.ca

james@davidsoncondolaw.ca



HUB

**Insurance solutions for
Strata Corporations
& Condominiums**

HUB International Insurance Brokers
T: 604.269.1010 | TF: 1.800.665.3310
E: coastal@hubinternational.com

www.hubcoastal.ca

FROM THE STRATA EXPERTS

Let's Talk Claims

The Starting Point – What does the Strata Insure?

The strata corporation must insure certain items within a strata lot; this is a requirement of the Strata Property Act(1). In generic terms, the strata corporation is insuring the building and common property as it was when turned over by the developer. This does not include any improvements or alterations done by an owner either during construction or afterwards.

Maintenance and Repair Responsibility

Under the Standard Bylaws, owners are required to repair and maintain their strata lot with the exception of the structure and items forming the exterior(2). The Standard Bylaws can be amended to change the different maintenance and repair responsibilities of owners and the strata corporation for parts of the strata lot.

If there are no revisions made to the bylaws relating to the repair and maintenance of portions of a strata lot by the strata corporation, each owner must repair and maintain their strata lot(2).

Insurance

The applicable deductible will vary depending on the cause of the loss; the deductible is the "self-insured" portion of a claim and the responsibility of the strata corporation.

If there is loss or damage to an individual strata lot that is less than the amount of the strata's insurance deductible, it is therefore not a strata insurance claim, and the responsibility of repairing the loss or damage falls back to the strata lot owner.

When damages are over the strata corporation's deductible, a claim may be opened and examined for coverage under the strata corporation's policy. The strata corporation's policy will only be responsible to repair and/or replace as original construction. Any alterations, improvements, betterments and all personal property is the sole responsibility of an owner. This applies to any alterations done by previous owners as well.

Insurance coverage is for the resultant damage of a sudden and accidental occurrence – it will not respond as a maintenance policy for any wear and tear or gradual deterioration. Negligence does not negate coverage.

How the strata corporation chooses to apply to deductible is defined in the bylaws and not an insurance matter under the strata corporation's policy. The insurers that represent the strata corporation may choose to seek subrogation against third parties for their negligence but again, this does not apply to owners. In most cases, both the strata's policy and the unit owner's personal insurance policy will be involved to some extent (i.e. deductible assessment).

Matters dealing with liability are very sensitive and in most cases actions brought against a unit owner will also include the strata corporation and vice-versa. It is very important that any actions or possible actions be reported immediately to the insurer.

Insurance

By Grace Wang,
HUB International Coastal
Insurance Brokers



Reporting a Claim

When a loss happens, appropriate measures should be taken to mitigate further damage. Your management company will generally have protocols in place and perhaps a restoration company or contractor for emergency call outs.

Calling your personal insurance broker and your management company will help to ensure reporting gets done quickly. Insurance brokers and companies will work together once it is determined what policy will be responding.

Your insurance policy provides protection for a wide range of potential occurrences at your property. There are, of course, some items and perils that are not covered no matter how broad your coverages are. The Insurers and you, the Insured, have certain legal responsibilities to carry out in the event of a loss. The following information will assist in providing you with fast and efficient claims service.

- (a) When a loss occurs, your first duty is to take all immediate steps necessary to ensure that no further loss occurs. Proceed in a manner as if no insurance existed in terms of preventing further damage.
- (b) Organize the details of the loss for reporting – time, date, location, type of loss, witnesses (if any), phone numbers of people to contact on-site and so forth.

- (c) Call your Property Manager so they can report the claim to us. This will also allow your Property Manager to keep a record of all details on behalf of your Strata Corporation. If you have an afterhours emergency and for any reason cannot reach your Property Manager, please contact ClaimsPro at 1.866.552.COAST.
- (d) Do not begin any repairs on the resultant damage until you have directions on how to proceed.

If you do start repairs without prior approval, the Insurers could deny your claim. The Insurers have a legal right to view damage before repairs commence.

- (e) If the damage happens to be caused by toilet tank rupture, you must save the tank. There is a possibility that it is one of many faulty tanks that were manufactured and your Insurer may be able to recover for you – including your deductible.

If a third party suffers a bodily injury or damage to their property, this may become a liability claim.

Please report the details of the incident to your Property Manager, even if you do not believe the Strata is in any way responsible. Do not accept responsibility to the claimant as that is for the Courts to decide. If you receive a writ claiming for damages or compensation, please forward this to your Property Manager immediately. ■

References:

- (1) Strata Property Act [SBC 1998] Chapter 43, Part 9
- (2) Province of British Columbia, Sections of Standard Bylaws

HUB International Coastal Insurance Brokers

“Our Knowledge, Your Advantage”

400 - 4350 Still Creek Drive
Burnaby, BC V5C 0G5
Tel: 604.269.1000

www.hubinternational.com
grace.wang@hubinternational.com

Grace Wang is an Account Executive with HUB International Insurance Brokers’ Strata Division, located in Burnaby, BC. Grace joined HUB International in 2014, and has been in the insurance industry since 2012.

As an Account Executive, Grace is responsible for developing and placing insurance coverage for both new and existing strata clients.

From The Strata Experts articles are written by CCI Vancouver Business Partner and Professional Members who are service providers to the strata industry. For a list of member service providers go to the **Service and Business Members** directory on our website or **page 24** in Condo News.



**Building solutions
you need.
Expert advice
you can count on.**

Depreciation Reports and Warranty Reviews
Building Envelope Consulting Services
Parking Garage Consulting Services
Maintenance Manuals
Litigation Support
Energy Efficiency and Sustainability Consulting Services
LEED® Coordination and Compliance
Hazardous Materials and Geotechnical Services
Mould Assessment and Indoor Air Quality Services

wspgroup.ca

Victoria 250-475-1000	Nanaimo 250-753-1077	Richmond 604-278-1411	Fraser Valley 604-533-2992
---------------------------------	--------------------------------	---------------------------------	--------------------------------------



**STRATA
MANAGEMENT
SOFTWARE**

For Strata Councils & Strata Managers

DO YOU WANT TO PREPARE “FORM B” EASILY AND MORE EFFICIENTLY?	<ul style="list-style-type: none"> ✓ COMPREHENSIVE ✓ EASY TO USE ✓ SECURE ✓ DESIGNED FOR BC ✓ AFFORDABLE
--	---







T 604.971.5435
1 877.971.5435
F 604.971.5436

POWERSTRATA.COM

FROM THE STRATA EXPERTS

From a Big Backyard to a Windy Balcony: How this North Vancouver couple made the most of downsizing

For Chuck H. and Helen P., moving from their scenic West Vancouver bungalow to an urban condo wasn't exactly the dream. Yet when their high-maintenance property became too much for them, they began the dreaded process of downsizing, armed with a long list of must-haves for their new home. Their biggest concern was one that plagues many condo owners in the Greater Vancouver Area: wind.

Helen told their realtor that she wasn't interested in looking at any units higher than the fourth floor. "Anybody we knew on floors higher, [if] they had a balcony, [for the] most part of the year they couldn't use it because of all the wind," she says. And if they were going to relinquish the natural beauty and large wraparound patio that they had enjoyed for so long, they wanted to make sure they would still have a taste of the outdoors in their new home.

They looked at 43 condos, yet none of them suited their needs. Some were too small, and others only had one parking space. Many lacked the outdoor space that Helen wanted, with balconies that were hardly large enough to stand on. As the process went on, they started to lose hope.

The 44th condo that their realtor showed them was a spacious unit in a well-managed North Vancouver building. It was also on the windy twelfth floor — something their realtor didn't tell them in advance. Helen says that she wasn't paying attention to the button he pressed on the elevator, or she likely would have refused to even look at the unit. But she's glad they did, because they quickly decided to make the condo their home.

Chuck and Helen's condo features two octagonal balconies that are protected by retractable glass windbreaks. "That is really what sold us," Helen says. They knew people who seldom used their balconies because of the wind, yet they were able to sit on their balcony in comfort almost year-round. "We moved on the first of December, and we would still go out there and have lunch every day. Even with the snow."

They've made the balcony space feel truly like a patio, with potted geraniums and other plants providing greenery among their outdoor furniture. While they miss the wildlife that roamed their previous property — Chuck reminisces about a bear that once climbed their apple tree just feet away from him — they still spend as much time as possible outside on their balcony.

The stunning views from their condo are definitely a perk. North Vancouver is surrounded by beauty, with mountains to the north and Vancouver Harbour to the south. Chuck and Helen's building takes full advantage of this, with the two balconies providing almost 360-degree views of their surroundings.

Balconies & Sunrooms

By Heidi Vanderveen,
Marketing & Communication
Lumon Canada Inc.



The building checks off other items that were on their shopping list, such as two parking spaces, two bathrooms, and a sizable living area. They were also happy with the strata council's careful management of the building and the friendly community that existed among the residents.

"I didn't want to leave," Helen says of their beautiful backyard, though she and Chuck both knew that downsizing was necessary. "But to me, this lovely deck with the windbreak is the next best thing."

There were still big differences that Chuck and Helen had to come to terms with. After all, condos aren't simply smaller versions of detached homes. You need to keep the strata council's regulations in mind when you're making decisions about your home, and in some cases, as with the balcony windbreaks, seek the strata council's approval. There's also substantially less storage space, so much so that Chuck says they would advise any couple considering a condo to start downsizing a year or two in advance. And Chuck misses the hot tub that they had at their bungalow.

Still, they don't regret the move. Their beautiful North Shore condo fulfilled their wishes, and then some. "I'm used to having nature around me," Helen says. "For me to give that up, that was a big thing, and having the balcony has really helped. It's just marvelous."



Heidi Vanderveen is the Communications Coordinator for the Canadian subsidiary of Lumon, a rapidly growing balcony glazing company known for over three decades of Finnish design and engineering. Lumon supports extensive, impartial research on the effects of balcony glazing at the Tampere University of Technology in Finland.

Lumon Canada Inc.

Heidi Vanderveen

Tel: 604-315-8175

www.lumon.com

heidi.vanderveen@lumon.com

From The Strata Experts articles are written by CCI Vancouver Business Partner and Professional Members who are service providers to the strata industry. For a list of member service providers go to the **Service and Business Members** directory on our website or **page 24** in *Condo News*.

ACCESS LAW GROUP

Accessible • Experienced • Practical






Jamie Bleay
jamiieb@accesslaw.ca

Geoffrey Trotter
gtrotter@accesslaw.ca

Phil Dougan
pdougan@accesslaw.ca

Silvano Todesco
stodesco@accesslaw.ca

Trusted Advisors to BC Strata Corporations



- Strata Governance and Management Assistance
- Strata Fee / Special Levy Collections • Fine Recovery
- Bylaw Drafting, Review and Enforcement • Legal Opinions
- Civil Litigation, Including Acting for Strata Insurers
- Dispute Resolution through Mediation, Arbitration, Legal Proceedings in Provincial Court, Supreme Court and before the Civil Resolution Tribunal
- Interpretation and Advice on the Application of the Strata Property Act and Regulations

ACCESS LAW GROUP 1700 - 1185 W. Georgia Street, Vancouver, B.C. V6E 4E6
604.801.6029 | www.accesslaw.ca



Providing financing for strata repairs, refits, refurbishments and renovations

CWB Maxium Financial is an experienced partner that will work with you to develop and deliver a customized financing solution for your strata's project.

There is an alternative to "special assessments" as the strata corporations listed below have discovered

- Multi tower strata exterior envelope replacement
- 12 unit strata project that included new roof, windows, balconies, painting and lobby refurbishment
- 48 unit townhouse project that included new inside roads, drains and curb repairs
- 148 unit townhouse project that included top up funding for mould remediation
- 700 + unit strata thermo energy and green roof installation
- 200 + unit Whistler strata project that included lobby, hallways and exterior refurbishment
- 150 unit townhouse project that includes new siding, windows, roofing, parkade and carport repairs
- 45 unit condominium renovation that included windows, eaves troughs, roof, siding and painting
- 40 unit recreational townhouse complex acquisition of waste treatment facility and related land
- 37 unit condominium balcony repair
- 100 unit condominium repair of siding, windows, grading and landscaping

The Maxium advantage preserves personal equity

- No personal guarantees
- No individual unit mortgages
- Financing up to 25 years

Contact: Paul McFadyen

T: (604) 985-1077

TF: 1 (888) 985-1077

E: paul.mcfadyen@cwymaxium.com

www.cwymaxium.com



A CWB Group Company

FROM THE STRATA EXPERTS

With So Many Reports, Why are Depreciation Reports Crucial?

What costing and reporting are we to use for long-term planning? Too often renewal projects end up costing more or a different amount than anticipated.

Some say that quotes, engineer reports, and/or maintenance plans are the closest we have to reality – and all that stakeholders need for long-term planning. Yet strata councils vary: some picking low, and others high bids; some doing the work after careful prior planification along with no-surprise 50 percent special contributions, other relying on last minute stressful ¾ special levies.

Each development's renewal history is different because councils – made up of volunteers with varying backgrounds and agendas – are themselves renewed every fiscal-year over the life of the development. The cumulative history of their decisions determines the condition of a development's common assets.

Final renewal project costs often vary from quoted or estimated costs. Recording actual costs; historical costs; renewal costs is a must to gauge the condition of a development. Only Real Estate Institute of Canada (REIC) Certified Reserve-fund Planner (CRP) compliant Depreciation Reports (DRs) record the actual history of final renewal costs, and rely on the history of scheduled expenditures for realistic reserve fund planning.

The focus on depreciation is crucial. Problems with relying on 25 percent of the last fiscal-year's operating budget for setting the reserve fund floor have led to requiring DRs. Over the life of a development – and with attention to the lifecycles of components – strata corporations are responsible for maintaining shared common assets with operating budget regular and required maintenance, and major repairs and replacements renewals from the reserve fund.

Based on performance in the field, common assets managed through the reserve fund are subject to expenditures that are less frequent than once a year – or every two (2) fiscal-years or more – with some components having full or partial replacements several fiscal-years in the future, often after current Owners are gone.

Good and fair reserve fund planning has strata councils input a development's actual renewal costs, and anticipates future costs based on this history. DRs are renewed every three to five years – depending on the legislation – REIC CRP compliant DRs are in fact standardized reporting that accurately represent a development's past, present and future. This is the fairest way to ensure up-to-date fiscal-year based allocations to the reserve fund.

Standardized reserve fund planning has a strata council input their expected costs – based on inspections and acquired quotes, opinions of probable costs, and asset plan costs acquired at the right time – at least for the next three to five fiscal-years. These estimates are used to propose motions for resolutions at AGMs so that Owners can be on top of the tendering process at any time and over the long-term; so that final costs are minimised, and so that regular contributions

Reserve Fund Planning

By Jean-François Proulx,
M.Sc., CRP, RI
Constructive Condo
Reporting Corp.



to the reserve fund are planned to reflect Owners' use of depreciating common assets, one fiscal-year at a time.

Only reserve fund planning provides a fiscal-year based measure of what is due by owners and needed to prepare for the development's common asset major repairs and replacements. While a maintenance plan or engineer report will detail what, at which quantity surveyor estimated cost, and when a major repair or replacement is to occur, only DRs break down the costing into a fiscal-year share of development specific costs, based on the remaining life of the common assets, adjusted one fiscal-year at-a-time.

Without standard DRs it is hard for strata councils that sit one year at a time to stay on top of the process of scheduling inspections, quotations, contributions. These are all needed to determine what is to be operating budget minor repairs; reserve fund major repairs, and reserve fund replacements.

Only DRs allow Owners to gauge their fair-share of contributions each fiscal-year regardless of when renewal projects are to occur over the life of a development. While a Long Term Maintenance Plan (LTMP) or a Capital asset Plan (CAP) tell us that replacing common assets today will likely cost \$4,000,000 – and that in year 2030 \$900,000 will be needed for a particular project – only a DR – by adjusting the current requirements from fiscal-year to fiscal-year – determines that future fiscal-year's share of that anticipated repair for Owners, regardless of their occupancy tenure.

REIC CRP compliant DRs measure a reserve fund's current requirements based on an analysis of all common assets' defined-age depreciation – very roughly, if roof shingles last twenty five years, then each fiscal-year's Owners are to pay for 1/25 of the cost to replace the shingles. Owners contributions are based on current requirements over the life of the development – 80 and more fiscal-years – not on their ownership tenure.

Having strata councils determine that Owners are to allocate regular contributions to the reserve fund based on \$1,200,000 of next fiscal-year' current requirements ceiling is very different than having buyers calculate their return on investment based on capital costs of \$4,000,000; or from having Owners contribute to the reserve fund based on the \$4,000,000 estimated to replace all common assets now.

Only REIC CRP DRs calculate a benchmark of current requirements based on actual renewal costs for all common assets, adjusted from fiscal-year to fiscal-year. Other approaches focus on national or book current costs – relevant for taxation issues; for insurance purposes in the even of an earthquake, or for a developer wanting to know where to put their money.

Strata councils are responsible for the fiscal-year to fiscal-year management of a strata corporation over the life of a development. Sitting council members must ensure that the next strata council members have all the information they need to make the best decisions. Having the decision process open by overlapping several fiscal-years is the best way to guarantee sound management. The full disclosure of information to all stakeholders is in the best interest of all parties.

If you focus on the product only – the type of report – you partly miss the point. Warranty Reviews, Building Envelope Condition Assessment (BECA) reports, LTMPs, CAPs, etc. all come with their own type of costing, suited to their particular needs and short-term outlook.

Only DRs allow all stakeholders to have a historical perspective on the actual physical and financial performance of common assets; the actual renewal costs for projects undertaken and planned; the current requirements of a development, and the allocation of monies to sections, if any.

While councils' reserve fund planning can vary greatly, only REIC CRP DRs provide a comparable way too review a development's common asset inventory and renewal history across phases, sections and developments. Without measuring current requirements, the allocation of monies to each entity can only be arbitrary.

Without DRs, councils are prone to rely on the operating budget Repair and Maintenance line item to undertake renewals that are

actually to be managed through the reserve fund. That is because without a DR, expenditures from the reserve fund require ¾ votes. Once Owners acquire their first DR and reserve fund plan accordingly, both operating budget expenses and reserve fund expenditures require 50 percent votes. Having all monies on the same footing facilitates decision-making.

Expenses and expenditures can actually be routed through their respective funds, making it much easier for councils to manage both funds, and Owners to know what is actually going on. With DRs and active reserve fund planning councils can now schedule inspections and expenditures for three to five fiscal-years until the next mandated DR, as well as manage the investment of the monies in the reserve fund – monies that are not required liquid for undertaken expenditures can be invested in vehicles that mature up to five fiscal-years in the future.

The REIC CRP reserve fund planning approach and its standardized reporting have been followed since the 1990s across Canada, and is recognized by BC Engineers and Architects in their guidelines. Having a development with several DRs done with the same approach is highly beneficial. Having two developments with DRs done the same way makes deciding where to buy a lot that much easier. ■

J.-F. Proulx is Director of Constructive Condo Reporting Corp. He has worked as a trade, contractor and consultant to construction, engineering and appraisal firms – fostering depreciation report divisions along the way, as well as providing warranty review reports, specification writing, Form B information certificate reviews, and other consulting real estate services.

J.-F. is active in the REIC CRP'S Task Force – reviewing Standards, and chairing the Education and Experience committee. He is IREM trained as REIC faculty for teaching reserve fund planning and reporting to professionals across Canada – he will be in Toronto in October co-teaching.

Constructive Condo Reporting Corp.

Jean-François Proulx
Tel: 778-232-6707

www.constructivecrc.com
jfproulx@constructivecrc.com

From The Strata Experts articles are written by CCI Vancouver Business Partner and Professional Members who are service providers to the strata industry. For a list of member service providers go to the ***Service and Business Members*** directory on our website or ***page 24*** in *Condo News*.

By Rob Mabe,
Vice President Business
Development,
CWB Maxium



Going Green Without Seeing Red

Strata corporations have a variety of options to help finance environmentally friendly projects

Undertaking any large-scale project always comes with questions of money, but strata corporations looking to incorporate green initiatives have a variety of options that make financing an upgrade as good a decision as going green.

Many green initiatives are available to strata corporations that want environmentally friendly fixtures and utilities. Green projects such as installing lighting with dimmers and controls or energy-efficient windows or switching to geothermal or cogeneration power sources all reduce costs, lower a building's environmental footprint and increase its value. While people are aware of at least some of the green products and services available, they assume that a large price tag takes those options out of consideration.

For example, suppose that a high rise wants to switch over to cogeneration power after its current boiler system requires repair. Cogeneration, or combined heat and power (CHP), utilizes the heat produced in the generation of electricity to heat the building's water and space. This system provides several benefits. By using CHP, a strata reduces its dependency on the traditional power grid often by as much as 80%, obtains a back-up source of power should a blackout occur, cuts costs and consumption, and reduces greenhouse gas emissions. The advantages of CHP make upgrading an easy choice, so what financing options are available to make the switch a simple decision?

But a strata corporation's operating bank is not the only option available. Strata corporations can approach their funding needs with four other sources of financing.

1) Specialty lenders

Specialty lenders provide financing for a variety of projects and have greater flexibility in structuring loans than traditional lenders. They may also have direct experience in providing financing for strata corporations and renewable energy projects. Specialty lenders are able to base the monthly loan payments on the anticipated savings so that the financing arrangement will be cash neutral, allowing the strata corporation to allocate any additional savings for other uses.

Pros and cons

A specialty lender's flexibility allows for cash-neutral payment structures that have no impact on a strata's operating budget. Often equipment can be acquired with no up-front cost to the corporation and with no impact on the owners' monthly fees. However, not many people are aware of specialty lenders as an option, and owners may feel wary of signing with an unfamiliar name offering a deal that seems too good to be true.

Financing options for going green

Most corporations will first look to use reserve funds for green projects; however, reserve funds often do not have a sufficient balance to pay for the project or the funds are already earmarked for another necessary repair. Also, whether a green initiative is considered a repair or an upgrade is a grey area and may prohibit the corporation from using the funds for the project. If the reserve fund is not a viable option, most corporations approach their operating bank for financing. Already established connections make for familiar partners and access to capital means that the bank can fully finance a project. However, some banks may not be participating in this market or are unfamiliar with working with a strata corporation in this manner and so either opt out of funding a project or use a financing arrangement ill-suited to the situation.

2) Government incentives

Governments and related agencies across the country offer a variety of incentives for green initiatives, including rebates and grants tied to the energy efficiency of a project. For example, Efficiency Nova Scotia offers rebates and low-cost, short-term financing options to strata corporations for installing LED lighting, efficient building heating systems, or hot water systems, to name a few. Contact your provincial or municipal governments to learn more about the programs available in your area.

Pros and cons

Using government incentives reduces the overall cost of the upgrade and, unlike a loan, is not required to be paid back. However, the payments may be provided over a period of time, not all upfront, meaning that the project still needs initial financing, and the amount will not cover the total cost of the project or may not reduce it sufficiently to make the project viable. Also, the government typically offers only short-term financing, and the gap between the energy savings realized by the corporation and the cost of the project may need to be covered by an increase in monthly fees.

3) Supplier financing

In a supplier-financed project, the strata corporation enters into a financing agreement with the company that installs the system. The financing can be a loan, or, as in the case of CHP, the strata may enter into an energy service agreement (ESA) with the supplier. In an ESA, the strata corporation agrees to pay the supplier for the energy generated by the system for a set period. Once the supplier recoups the total cost of the project, the system is wholly owned by the building, and the total energy savings are passed to the unit owners.

Pros and cons

Having a supplier that offers financing makes an easy one-stop transaction for the strata corporation. Often, however, suppliers will not finance the whole project. They may charge much higher interest rates or sell the equipment at a higher price to help cover their costs of financing the equipment. Also, not all suppliers offer ESAs and for those that do the length of the agreement may be longer than expected or desired.

4) Special levy

After obtaining the total cost of a project, the strata council puts the option to unit owners in a vote. As stipulated in the BC Strata Property Act, council needs to receive a majority in favour, at least three-quarters of the vote, to pass the motion and sign on to the project. Once the project is approved, council receives a cheque from each unit owner based on the same percentage used to determine the maintenance fees.

Pros and cons

With no third-party financing, the transaction is fairly straightforward and the one-time additional fee makes the cost of the project clear to everyone involved. However, many unit owners may balk at the cost despite the long-term savings or may not be able to afford the one-time payment, which would make obtaining the majority a harder sell.

Green alternatives are available to strata corporations looking to upgrade their facilities. While money is always a question, with a variety of options available to help ease the transition, choosing environmentally friendly features and utilities does not have to be out of reach. By using a combination of grants and financing, making an older strata a healthier, cleaner place to live is an option worth exploring. ■

Rob Mabe is CWB Maxium's Vice President, Business Development, with extensive experience in the energy and renewable sector. Backed by a talented credit and operations team, he provides financing to a broad spectrum of businesses including solar projects, combined heat and energy power, geothermal heating and cooling systems, LEED certified heat and cooling systems, building energy retrofits, commercial and multi-tenant smart meter installations, portfolio financing for heating equipment and hot water tanks.

CWB Maxium

Rob Mabe

Tel: 905-780-6150, ext. 210

www.cwbmaxium.com

rob.mabe@cwbmaxium.com

From The Strata Experts articles are written by CCI Vancouver Business Partner and Professional Members who are service providers to the strata industry. For a list of member service providers go to the **Service and Business Members** directory on our website or **page 24** in *Condo News*.

Seven Culprits For Odour Complaints

“My apartment stinks of garlic and I haven’t cooked in days!”

“Why can I smell the garbage chute in my bedroom?”

“If I have to smell Jimmy’s cigarettes one more time...!”



These are among the complaints frequently voiced to building managers who deal with residents plagued by unwanted odours creeping into their units.

Along with the benefits of a condominium lifestyle — urban living, fun amenity spaces, a diverse community of neighbours — come the pitfalls of a living space intimately shared with dozens of strangers — loud noises, boisterous kids and pets, or unwanted smells. For many, the odour problem is the most egregious. When foreign, and in some cases offensive, odours waft their way into one’s home, it can feel like a particularly intimate invasion. The negative emotional response can be significant.

Odour migration between interior spaces requires an open path of air travel (a door, a duct, a hole in the wall, etc.) and a pressure difference between the two spaces. Although building systems are designed to prevent unwanted air movement, there are often leaky areas that lead to unintended air and odour transfer.

Here are seven common causes of unintentional air movement through condo buildings:

1. Low pressure corridors

In most residential buildings, fresh outside air is supplied to the corridors via a central make-up air unit, pressurizing the corridors. This allows fresh corridor air to flow into suites through gaps around doors and through the doors themselves, when opened. If the make-up air unit is off, malfunctioning, or undersized, the corridors are not sufficiently pressurized. This can unintentionally allow air to move in the opposite direction (suite to corridor) and then find its way into adjacent suites or common areas.

2. Unbalanced corridor air supply

The fresh air supply from the make-up air unit flows to the corridors in a central duct. Dampers at each branch are adjusted at construction to ensure the correct air volume is delivered to every floor. Over time, the system gets out of balance — dampers can shift; in some cases, residents will manually close the dampers off to stop “the cold air flowing into my suite from this vent.” If a floor’s fresh air flow is diminished due to balancing issues, suite odours may migrate into corridors, then into neighbour’s suites.

3. Wind-driven air movement

Exterior wind pressures are typically higher than those generated by the building mechanical systems. When windows or balcony doors are poorly sealed, or if there is an improper construction in the exterior wall assembly, exterior wind pressures can drive air inwards. The outdoor air may be carrying the smells of the garbage bins, cigarette smoke from the neighbour’s balcony, or kitchen/bathroom/laundry exhaust from surrounding suites.

4. Improper or missing smoke seals

While fires are difficult to prevent, there are strict construction requirements aimed at limiting the spread of flames and smoke. This applies especially to walls and floors between units. Sealant is required to keep smoke contained. A secondary benefit is that smoke seals also help to contain suite-to-suite odours. Mistakes can and do get made, however, and smoke seals may be missing or incomplete, resulting in odour paths. Ducts and conduits within fire-rated floor and wall assemblies can be especially challenging.

Another common odour transfer area due to poor smoke sealing is the often tricky interface at the vertical joint between an interior fire-rated wall and an exterior wall. Concrete walls are relatively simple to seal, but when wall construction consists of steel studs or a window walls, it is increasingly difficult to ensure an airtight seal.

5. Elevator shaft air movement

As elevator cars shuttle up and down their concrete shafts, their piston-like action pushes and pulls large volumes of air along with them. This can cause unintended floor-to-floor air flows. For example, air from the garbage room may be sucked into a nearby elevator shaft and distributed to other floors. As elevator door seals wear, unintended air leakage will become more pronounced.

6. Intake and exhaust air short circuiting

Part of maintaining good indoor air quality is exhausting noxious air from kitchens, bathrooms and garbage rooms through the walls or roof to the outside. If the building exhaust air outlets are near windows, doors, or the fresh air intakes to make-up air units, there is risk of short circuiting: odour-laden exhausted air is drawn back into the building and re-circulated as fresh air.

7. Missing backdraft dampers

Suite kitchens and bathrooms are typically exhausted by individual exhaust fans that discharge through vents in the exterior walls. Backdraft dampers are installed in the exhaust ductwork to prevent reverse airflow and ensure the air is traveling in a single direction. If the dampers malfunction, exterior air can be drawn into the building through the exhaust ducts.

While there are many possible causes of odour migration, they are all related to unintended air flows. That said, locating the errant airflow and correcting odour problems is notoriously difficult to do. Add in the fact that they are often transient — “Well, it only happens on Wednesdays at 3 a.m.” — and that people have significantly varying olfactory acuities — “Can’t you smell that? It’s awful!” — and the problem can get downright immovable.

Even with a strong understanding of building systems, solutions are unlikely to be obvious and it may take several measures to determine the origin of the issue. Here are a few common diagnostic steps:

Interview the complainant to put brackets around the problem. In other words, ask: What is the smell? Where is it strongest? When it occurs, who else notices? How long has it been a problem?

Review the condition and performance of the mechanical system, paying particular attention to the makeup air unit in the corridor. Measure the mechanical system airflows both subjectively and quantitatively. Also review the architectural drawings to understand system vulnerabilities.

Use smoke pencils or theatrical fog to illuminate airflow paths. Make selective openings in the drywall to check concealed smoke seals in vulnerable locations. Do blower door testing, which involves installing a large fan on the door of a suite to pressurize or depressurize the space. The goal is to induce air to flow across the breach, making it easier to identify via smoke pencil.

With skill, time and maybe some luck, the problem should be correctable, or at least reducible to a tolerable level. Some odour issues are either intractable, slight or infrequent, in which case it may not be worth the effort and cost to eliminate them completely. Rarely can air-tight perfection be guaranteed. Besides, the benefits still outweigh the risks in living within shouting, and smelling, distance of one’s neighbours. ■

2017 STRATA OF THE YEAR AWARD WINNER



“ A Sense of
Community
and Caring ”

2017 STRATA OF THE YEAR

written by Jamie Belay,
CCI Vancouver, Past President

A "sense of community and caring" were words used by Loretta Sieben, president of BCS 334, also known as Carina, when asked to describe the building in which she has lived since it opened. She says that it certainly helps that Carina is managed extremely well with an experienced, professional property manager who attends to details, is pro-active in keeping their building "as new" and who goes the extra mile for Carina. "Inside" the building she says that Carina's 24/7 concierge staff, a building physical plant specialist shared with a neighbouring building, and the janitorial staff are part of their community and share in the desire to keep the building immaculate. Carina is led by a "can do" strata council that works hard to support and meet the needs of the residents in the building and to be involved in issues that affect the residents including being actively involved in everything from seaplane operation and noise to meeting with representatives of the City of Vancouver regarding the implication of the new home vacancy tax for owners in Carina. The strata council has also established several committees to assist the council with all aspects of building maintenance, including, for example, landscaping, security and interior refurbishment. One of the committees has, along with the strata council, recently finished significant upgrades to the building's media room where owners and guests can enjoy high speed internet and the ability to stream movies and music. The strata council is constantly exploring energy conservation measures and the building has recently completed an LED retrofit and continues to look at mechanical upgrades and incentives that can be put in place to reduce the buildings' utility footprint and costs.

What also stands out for Loretta, who is a retired principal, is Carina's involvement in helping to build a sense of community in Coal Harbour which has been an ongoing goal since the building opened in 2003. Loretta says that Coal Harbour, on Vancouver's waterfront, is a relatively new community comprised of approximately 40 towers, some low rise

buildings and a few single family dwellings. Carina was one of the first towers constructed in the Coal Harbour neighbourhood and their first strata council was instrumental in establishing the then fledgling Coal Harbour Residents' Association (CHRA) but which now counts in its membership over three-quarters of the towers in Coal Harbour.

Carina council members have always played an active role on the executive of the CHRA, advocating for safety for all users of the seawall, for traffic safety, for clean air and noise abatement (there is a floatplane airport in the neighbourhood) but even more importantly, perhaps, providing occasions for residents to get together, to get to know each other and to definitely feel part of our larger community. Every year Carina hosts the annual CHRA AGM where about 100 Coal Harbour residents come for the meeting, then enjoy the social time afterwards. There have been summer social events, Jazz in the Park evenings, and an event once a year for strata presidents to get together in an informal setting to discuss items of concern and get to know each other. For the past 2 years, the CHRA has also been able to be a major sponsor of a huge July 1 pancake breakfast at the Performing Arts Lodge serving breakfast to about 500 people, and while families enjoy their breakfast, they are treated to amazing music. Some Carina council members have been involved in all of these events for the neighbourhood every year since 2003, and since 2003, too, along with the CHRA, they have developed liaisons with their MP, local MLA, City Council and Board of Parks and Recreation. It is this desire and willingness to be part of a community that has helped make Coal Harbour far more than just another waterfront neighbourhood.

Carina joins up with Callisto, a neighbouring condominium development, for two social get-togethers every year; one in December and one in the summer, and says all residents look forward to these events because they are fun and because they have been able to get

... continued on page 22

Strata of the Year ... continued from page 21

to know each other as "neighbours." In addition Carina organizes an annual golf event with Callisto as a way of building community and personal relationships with neighbouring strata council members.

Loretta has told me all of this while also taking me on a tour of the building which indeed is immaculate and looks like it only opened in the last year. Toward the end of our tour she wants to make sure to remind me that building a sense of community does in fact begin at home. She tells me that Carina, like the City of Vancouver, has residents that originate from many countries in the world. The building and its residents celebrate this diversity by decorating for Christmas, the Lunar New Year, Nowruz, and Hallowe'en, especially for the kids, old and young alike. She also tells me that the staff at the building know the residents by name and take the time to talk with residents and visitors dropping by the front desk. She says that a warm smile and a "hello" in the elevator go a long way to make people feel at home, and they do. As she tells me this she greets one of her neighbours getting off the elevator with a warm smile and a hello.

It is an understatement to say that Loretta is very proud of the community that thrives at Carina. She says that a sense of community and good neighbours is not always easy to foster in a "vertical subdivision" but from what I have seen and experienced Carina has managed to make it work!



YOUR STRATA COULD BE THE NEXT STRATA OF THE YEAR AWARD WINNER

***DO YOU KNOW OF A WELL-MANAGED STRATA THAT DESERVES TO BE RECOGNIZED
AND REWARDED FOR THEIR ACHIEVEMENTS?
NO MATTER HOW SMALL THE ACHIEVEMENT, EVERY EFFORT FOR IMPROVEMENT COUNTS!
HELP US RECOGNIZE AND CELEBRATE SUCCESS.***

*By sharing the stories of challenges faced and how these stratas have successfully overcome them,
let us inspire other stratas with the goal of betterment of strata communities in BC.*

WHO CAN BE NOMINATED?

Any strata corporation of any size in BC can be nominated if they are a member of CCI Vancouver

NOMINATIONS WILL BE ACCEPTED FROM JULY 1st 2017 UNTIL THE JUNE 30th 2018 DEADLINE

Finalists will be selected in July and the winner will be awarded at the CCI Vancouver AGM in the fall.

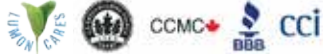
Nomination forms can be downloaded from the [CCI Vancouver website](#) and submitted to:

**Canadian Condominium Institute
Vancouver Chapter
PO Box 17577 RPO The Ritz,
Vancouver BC V6E 0B2**

Protect your balconies from wind, noise, and pollution

Keep unwanted debris, birds, noise, and wind off your balcony while saving money on energy and maintenance bills.

Lumon's retractable glass windbreak protects your balcony without creating an enclosure or adding to the building's total square footage.



Call 1-844-655-8666
for a free Vancouver balcony consultation



www.lumon.ca

Retractable Glass Balcony Windbreaks | Glass Balcony Railings | Privacy Blinds



LET US HELP YOU PROPERLY INSURE YOUR CONDO

CONTACT US FOR MORE INFORMATION:

1 866 669-9602

realestate@bflcanada.ca



CONDO PROTECT



23

BFL CANADA Insurance Services Inc. | bflrealestate.ca

Business Partner and Professional Members Directory

Appraisals & Valuations, Depreciation Reports

Normac

Margarita Carlos
788 Beatty, Suite 308
Vancouver, BC V6B 2M1
Tel: 604-221-8258
Email: margarita@normac.ca
Website: www.normac.ca

Associations & Organizations

British Columbia Association of the Appraisal Institute of Canada

Christina Dhesi
10451 Shellbridge Way, Suite 210
Richmond, BC V6X 2W8
Tel: 604-284-5515, Fax: 604-284-5514
Email: christina@appraisal.bc.ca
Website: www.aicanada.ca

Balconies & Sunrooms

Lumon Canada Inc.

Darlene Kuik
2707 Progressive Way, Suite 102
Abbotsford, BC V2T 0A7
Tel: 604-744-5440
Email: darlene.kuik@lumon.com
Website: www.lumon.ca

Computer Software & Telecommunications

EZ Condo Tools Inc.

Robert Zivkovic
1440 Ross Road
West Kelowna, BC V1Z 1L6
Email: robz@ezcondotools.com
Website: www.ezcondotools.com

Power Strata Systems Inc.

Azadeh Nobakht
1515 Pemberton Avenue, Suite 106
North Vancouver, BC V7P 2S3
Tel: 604-971-5435, Fax: 604-971-5436
Email: azadeh@powerstrata.com
Website: www.powerstrata.com

Engineering & Engineering Consultants

Ally Engineering Ltd.

Alex Bouchard
45715 Hocking Avenue, Suite 520
Chilliwack, BC V2P 6Z6
Tel: 604-490-1112
Email: abouchard@bestbse.ca
Website: www.bestbse.ca

Aqua-Coast Engineering Ltd.

Aaron A. MacLellan
5155 Ladner Trunk Road, Unit 201
Delta, BC V4K 1W4
Tel: 604-946-9910, Fax: 604-946-9914
Email: adminservices@aquacoast.ca
Website: www.aquacoast.ca

BC Building Science Ltd.

Jordana Collison
611 Bent Court
New Westminster, BC V3M 1V3
Tel: 604-520-6456, Fax: 604-520-6496
Email: info@bcbuildingscience.com
Website: www.bcbuildingscience.com

Duxbury & Associates - Building Inspection and Consulting Ltd.

Glenn Duxbury
125 DeBeck Street
New Westminster, BC V3L 3H7
Tel: 604-524-2502
Email: glenn@glennduxbury-inspections.com
Website: www.glennduxbury-inspections.com

McIntosh Perry

Doru Cornescu
1003 Brunette Avenue
Coquitlam, BC V3K 6Z5
Tel: 604-553-4774
Email: d.cornescu@mcintoshperry.com
Website: www.mcintoshperry.com

Engineering & Engineering Consultants, Depreciation Reports

Morrison Hershfield

Jacquelyn White
4321 Still Creek, Suite 310
Burnaby, BC V5C 6S7
Tel: 604-454-0402, Fax: 604-454-0403
Email: jwhite@morrisonhershfield.com
Website: www.morrisonhershfield.com

RDH Building Engineering Ltd.

Janet Nacario
224 West 8th Avenue
Vancouver, BC V5Y 1N5
Tel: 604-873-1181, Fax: 604-873-0933
Email: jnacario@rdh.com
Website: www.rdh.com

Sense Engineering Ltd.

Ted Denniston
3035 Crescentview Drive
North Vancouver, BC V7R 2V2
Tel: 778-869-3035
Email: ted@senseengineering.com
Website: www.senseengineering.com

WSP Group

Kevin Grasty
930 West 1st Street, Suite 112
North Vancouver, BC V7P 3N4
Tel: 604-973-0038, Fax: 604-924-5573
Email: kevin.grasty@wspgroup.com
Website: www.wspgroup.ca

Exterior Renovation/Restoration

Peak Installations Inc.

Jim Gibb
11782 Hammersmith Way, Suite 203
Richmond, BC V7A 5E2
Tel: 604-448-8000, #2210, Fax: 604-448-8100
Email: jim.gibb@peakinstallations.com
Website: www.peakinstallations.com

Financial & Accounting

CWB Maxium Financial Services

Kelly McFadyen
5725 Owl Court
North Vancouver, BC V7R 4V1
Tel: 1-888-1077, Fax: 1-888-735-2851
Email: kelly.mcfadyen@cwymaxium.com
Website: www.cwymaxium.com

Dong Russell & Company Inc.

Stanley Dong
2443 Alder Street
Vancouver, BC V6H 4A4
Tel: 604-730-7472, Fax: 604-730-7459
Email: sdong@dr CPA.com
Website: www.dr CPA.com

Business Partner and Professional Members Directory

RHN Chartered Professional Accountants (Richmond)

Venus Duplin
13900 Maycrest Way, Suite 105
Richmond, BC V6V 3E2
Tel: 604-273-9338, Fax: 604-273-9390
Email: vduplin@rhncpa.com
Website: www.rhncga.com

VersaBank

Karl Neufeld
40733 Perth Drive, PO Box 2000
Garibaldi Highlands, BC V0N 1T0
Tel: 604-984-7564, Fax: 604-898-3442
Email: karln@versabank.com
Website: www.versabank.com

Insurance

BFL Canada Insurance Services Inc.

Paul Murcutt
1177 West Hastings, Suite 200
Vancouver, BC V6E 2K3
Tel: 604-678-5454, Fax: 604-683-9316
Email: pmurcutt@bflcanada.ca
Website: www.bflcanada.ca

HUB International Insurance Brokers

Grace Wang
4350 Still Creek Drive, Suite 400
Burnaby, BC V5C 0G5
Tel: 604-937-1732
Email: grace.wang@hubinternational.com
Website: www.hubinternational.com

Landscape Maintenance

Premier Landscaping Inc.

Shannon Mitchell
17530 - 56A Avenue, Suite 4
Surrey, BC V3S 1G3
Tel: 604-576-5764
Email: office@premierlandscapingbc.com
Website: www.premierlandscapingbc.com

Legal & Dispute Resolution

Access Law Group

Jamie Bleay
1185 West Georgia Street, Suite 1700
Vancouver, BC V6E 4E6
Tel: 604-689-8000
Email: jamieb@accesslaw.ca
Website: www.accesslaw.ca
Professional & Business Partner Member

Access Law Group

Phil Dougan
1185 West Georgia Street, Suite 1700
Vancouver, BC V6E 4E6
Tel: 604-689-8000
Email: pdougan@accesslaw.ca
Website: www.accesslaw.ca

Access Law Group

Silvano Todesco
1185 West Georgia Street, Suite 1700
Vancouver, BC V6E 4E6
Tel: 604-235-4667
Email: stodesco@accesslaw.ca
Website: www.accesslaw.ca

C.D. Wilson Law Corp.

Cora D. Wilson
630 Terminal Avenue North
Nanaimo, BC V9S 4K2
Email: cora@wmlg.ca
Website: www.wmlg.ca

Cleveland Doan LLP

Shawn M. Smith
1321 Johnston Road
White Rock, BC V4B 3Z3
Tel: 604-536-5002
Email: shawn@clevelanddoan.com
Website: www.clevelanddoan.com

Gowling WLG (Canada) LLP

Lisa Frey
550 Burrard Street, Suite 2300
Vancouver, BC V6C 2B5
Tel: 604-683-6498
Email: lisa.frey@gowlingwlg.com
Website: www.gowlingwlg.com

High Clouds Incorporated

Deborah Howes
3438 - 78 Avenue
Edmonton, AB T6B 2X9
Tel: 780-466-8250
Email: dhowes@highclouds.ca
Website: www.highclouds.ca

Lesperance Mendes

Paul Mendes
900 Howe Street, Suite 550
Vancouver, BC V6Z 2M4
Tel: 604-685-3567, Fax: 604-685-7505
Email: pgm@lmlaw.ca
Website: www.lmlaw.ca

Lighting

Lumenix Inc.

Kevin Tran
73 E 6th Avenue, Suite 208
Vancouver, BC V5T 1J3
Email: kevin.tran@lumenix.com
Website: www.lumenix.com

Painting & Restoration

Remdal Painting & Restoration

Dan Schmidt
17619 - 96th Avenue, Suite 201
Surrey, BC V4N 4A9
Tel: 648-882-5155
Email: dans@remdal.com
Website: www.remdal.com

Professional Services

Qondo

Kris Malek
3993 Henning Drive, Suite 210
Burnaby, BC V5C 6P7
Tel: 604-351-0326
Email: williamwhleung@gmail.com
Website: www.qondo.ca

... continued on page 26

Business Partner and Professional Members Directory

... continued from page 25

Reserve Fund Planning & Depreciation Reports

Constructive Condo Reporting Corp.

Jean-Francois Proulx
232 Tenth Street, Suite 14
New Westminster, BC V3M 3X9
Tel: 778-232-6707
Email: jfproulx@constructivecrc.com
Website: www.constructivecrc.com

Restoration & Mould

Phoenix Restorations Ltd.

John Wallis
1800 Brigantine Drive, Suite 100
Coquitlam, BC V3K 7B5
Tel: 604-945-5371
Email: johnw@phoenixrestorations.com
Website: www.phoenixrestorations.com

Service Master Restore of Vancouver

Steve Page
7978 North Fraser Way
Burnaby, BC V5J 0C7
Tel: 604-435-1220
Email: spage@servicemaster.bc.ca
Website: www.svmvancouver.ca

Superior Flood and Fire Restoration Inc.

Mayank Anand
1066 West Hastings Street, 20th Floor
Vancouver, BC V6E 3X2
Tel: 604-773-5511
Email: mayank@superiorrestoration.ca
Website: www.superiorrestoration.ca

Strata Management & Real Estate

All Property Consulting Inc.

Kevin O'Donnell
PO Box 45694, Sunnyside Mall
Surrey, BC V4A 9N3
Tel: 778-323-7335
Email: kevin@allpropconsulting.com
Website: www.allpropconsulting.com

Ascent Real Estate Management Corporation

Michael Roach
2176 Willingdown Avenue
Burnaby, BC V5C 5Z9
Tel: 604-431-1800
Email: mroach@ascentpm.com
Website: www.ascentpm.com

Assertive Northwest Management Group Inc.

Jim Allison
3847 B Hastings
Burnaby, BC V5C 2H7
Tel: 604-253-5224
Email: jim@assertivenorthwest.com
Website: www.assertivenorthwest.com

Blueprint Strata Management Inc.

David Doornbos
1548 Johnston Road, Suite 206
White Rock, BC V4B 3Z8
Tel: 604-200-1030
Email: ddoornbos@blueprintstrata.com
Website: www.blueprintstrata.com

Dynamic Property Management

Mike Young
37885 Second Avenue
Squamish, BC V8B 0R2
Tel: 604-815-4654
Email: myoung@dynamicpm.ca
Website: www.dynamicpm.ca

FirstService Residential

Max Gajdel
200 Granville Street, Suite 700
Vancouver, BC V6C 1S4
Tel: 604-683-8900
Email: maximilian.gajdel@fsresidential.com
Website: www.fsresidential.com

Rancho Management Services (BC) Ltd

Chris Sargent
1190 Hornby Street, 6th Floor
Vancouver, BC V6Z 2K5
Tel: 604-684-4508
Email: csargent@ranchogroup.com
Website: www.ranchogroup.com

Stratawest Management Ltd.

Cory Pettersen
224 West Esplanade, Suite 202
North Vancouver, BC V7M 1A4
Tel: 604-904-9595
Email: cpettersen@stratawest.com
Website: www.stratawest.com

Teamwork Property Management Ltd

Joe Hackett
34143 Marshall Road, Suite 105
Abbotsford, BC V2S 1L8
Tel: 604-854-1734
Email: jhackett@teamworkpm.com
Website: www.teamworkpm.com

The Wynford Group

Brad Fenton
815 - 1200 W. 73rd Avenue
Vancouver, BC V6P 6G5
Tel: 604-261-0285
Email: bfenton@wynford.com
Website: www.wynford.com



Condo 101

Your Strata Connection to Education

Condo 101 Course for Council Members

Through our **NEW Condo 101** course, CCI Vancouver is committed to providing a friendly, supportive educational environment to help Strata Council members become better equipped to perform their duties.

Taught by Strata Lawyers, this course provides information on the duties, obligations and procedures that all strata council members, or those who would like to join the council, should know. Topics include legal elements of Stratas, discerning various responsibilities of Stratas, administration, finance, insurance, and procedures of Strata Corporation meetings.

This is a complimentary course available to the council members of Strata Corporations with active CCI Vancouver memberships. Owners who would like to join their council in the future are also welcome to register for this course. The registration fee for non-members is \$150. Participants will receive a Condo 101 package including course materials, handouts and a certificate of completion.

Tuesday, October 17th

5:30 pm - 9:00 pm

(Coffee and sandwiches included)

UBC Robson Square

C680 (HSBC Hall)

800 Robson Square, Vancouver BC

Presenters:

Sat Harwood, Lesperance Mendes, Alex Chang, Lesperance Mendes, Lisa Frey, Gowling WLG



Syllabus Content Includes:

- Council Member Basics
- Getting Started as a Council Member
- Council's Responsibilities and Governance - *The Act, Strata Plan, By-laws and Rules*
- Property Management
- Planning, Financial and Other Responsibilities - *The Annual Plan, Financial Responsibilities, Money and Banking, Contingency Reserve Funds, Insurance*
- Legislation That Affects Strata Corporations

- ▶ To register for the course fill out the **form on the CCI website** and send it to us at contact@ccivancouver.ca
- ▶ If you are not a member, to be eligible for **FREE** registration for Condo 101 have your strata council fill out the "Condominium Corporation Membership" category at the top of the first page of the **Membership Application Form** and return it to us at contact@ccivancouver.ca
- ▶ For the benefit of your strata community, please encourage your fellow strata council members and owners to **Subscribe to CCI Vancouver E-News** at our website to be notified of all Strata educational opportunities offered by CCI Vancouver.

Sponsorship Opportunities are available to Business Partner Members* for Condo 101 Sessions

- ▶ **To become a Condo 101 sponsor, fill out the form on the CCI website and send it to us at contact@ccivancouver.ca**
- ▶ **If you are not yet a member of CCI Vancouver, fill out the "Business Partner Membership" category on the second page of the Membership Application Form and return it to us at contact@ccivancouver.ca**

***Strata Management Company Business Partner Members are not eligible.**

How Becoming a Member of CCI Vancouver Can Benefit You

Find the category of Membership that is applicable to you:

■ Condominium Corporation Membership Category:

Under this membership category, all owners and strata council members of the strata corporation member will benefit from special members' rate for **Strata Educational Seminars** and **Lunch & Learns**, and strata council members can register for **FREE** for strata courses such as **Condo 101** and **CondoSTRENGTH** program which are specifically designed for council members. In addition, the strata corporation member can be nominated for the **CCI Vancouver Strata of the Year Award** by owners, council members, service providers or strata managers.

■ Business Partner Membership Category:

Companies that provide services to strata corporations can become a Business Partner member. Under this membership category, companies can **sponsor** strata educational seminars, Lunch & Learns and the Condo 101 course. They can **advertise** in the CCI Vancouver quarterly publication, **Condo News**, and can **submit educational-only articles**, useful for strata council members, to be published in **Condo News**. All employees of the company, can attend the **strata educational seminars and Lunch & Learns** at the members' rate.

■ Professional Membership Category:

A Professional Member is an individual who participates professionally in a field or endeavour related to Strata Corporations. Professional members can **submit educational-only articles**, useful for strata council members to be published in **Condo News**. They can also attend the **strata educational seminars and Lunch & Learns** at the members' rate.

■ Individual Membership Category:

This classification of membership is devoted to those individuals who live in a strata corporation and wish to become personally involved in CCI. It is not a replacement for strata corporation or professional membership. Individual members can attend the **strata educational seminars and Lunch & Learns** at the members' rate.

■ STRATA EDUCATION SEMINARS (Members Discount)

■ CONDO 101 COURSE (FREE for Members)

■ CondoSTRENGTH PROGRAM (Members Only)

■ STRATA OF THE YEAR AWARD (Members Only)

■ SEMINAR SPONSORSHIP OPPORTUNITIES

■ CONDO 101 COURSE SPONSORSHIP

■ CONDO NEWS ADVERTISING OPPORTUNITIES

■ SUBMIT EDUCATIONAL ARTICLES

All Members and Non-Members who subscribe to CCI Vancouver e-News will be notified about upcoming Strata Education Seminars, Condo 101 courses, the CondoSTRENGTH program and will receive the electronic version of this quarterly Condo News publication. Print versions of Condo News are available at seminars, courses and program sessions or by request at contact@ccivancouver.ca.

TO **BECOME A MEMBER** OR LEARN MORE ABOUT CCI VANCOUVER VISIT OUR WEBSITE: ccivancouver.ca

CCI Vancouver Chapter Upcoming Events:

- | | |
|------------------------|--|
| ▶ October 17th | Condo 101 Course , UBC Robson Square |
| ▶ November 16th | Evening Seminar , Disaster Planning |
| ▶ February 17th | Half-day Seminar , Maintaining Your Property for the Future |
| ▶ April 12th | Evening Seminar , Conict Management |

▶ To receive issues of Condo News by email and be notified of upcoming CCI-Vancouver Strata Educational Seminars and Courses:

Subscribe to
CCI Vancouver E-Newsletter



JOIN



Membership Benefit from educational and networking opportunities as well as the experiences of hundreds of other strata council members and industry professionals.

LEARN



Condo 101 Course

Through our **NEW Condo 101** course, taught by Strata Lawyers, CCI Vancouver is committed to providing a friendly, supportive, educational environment to help Strata Council members or those considering joining their council to become better equipped to perform their duties. **Condo 101** will be offered on:

October 17th

SUPPORT



CondoSTRENGTH Program *You Are Not Alone.*

Other strata council members out there can relate to your challenges.

- ▶ This **NEW** program offers strata council members the opportunity to draw on one another's wealth of knowledge, experience and support helping each other to build better strata communities. By sharing ideas and finding solutions council members will achieve both success and recognition.

RECOGNITION



Strata of the Year Award *Your Strata Could Be The Next Winner!*

- ▶ An opportunity for well managed stratas to be recognized and rewarded for their achievements.
- ▶ Nominations accepted from July 1st, 2017 until the June 30, 2018 deadline.
- ▶ Finalists selected in July 2018 and the winner will be awarded at the CCI Vancouver Chapter's AGM in the fall of 2018.

Any **CCI Vancouver Strata Corporation Members** can be nominated