

Condominium News and Views



To the Members and Friends of The Manitoba Chapter • Summer 2021



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leads the condominium industry by providing education, awareness and access
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SAVE THE DATE

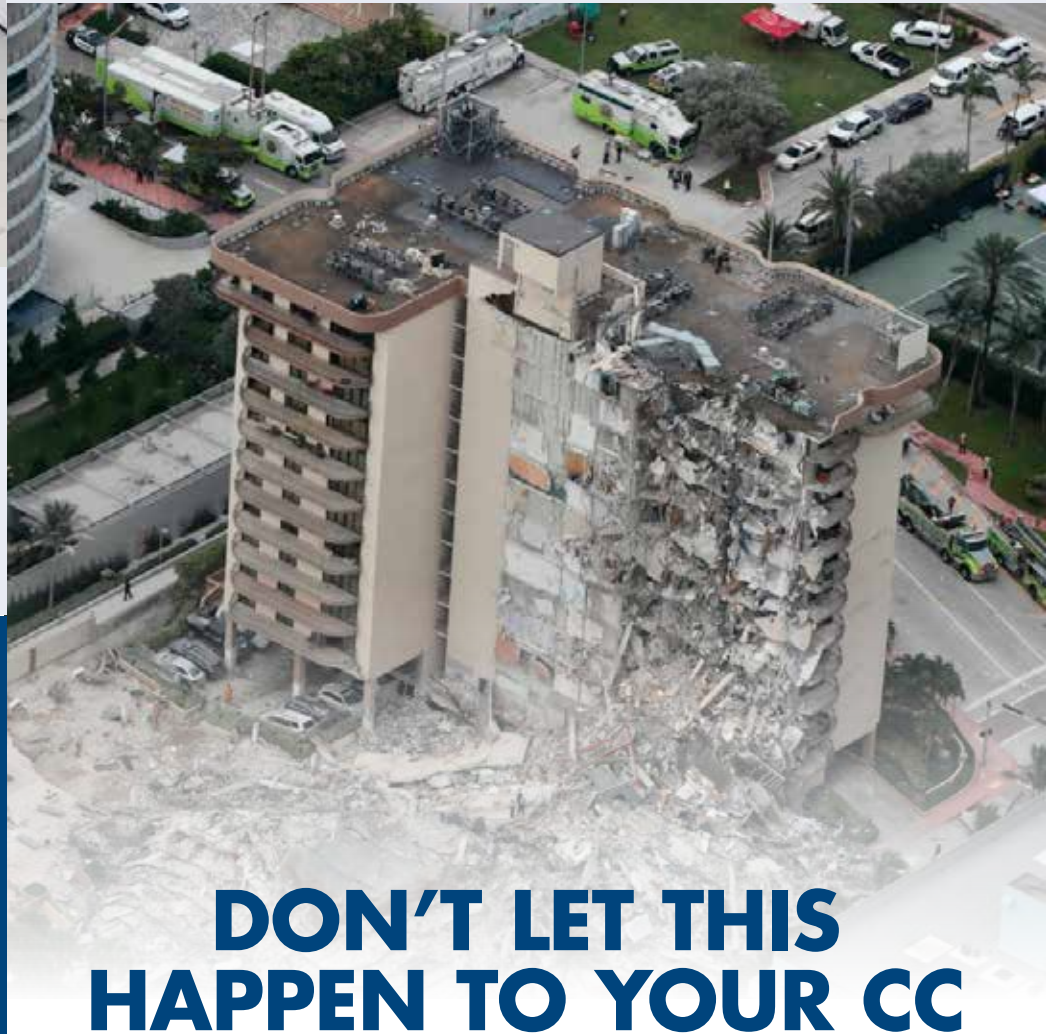
CCI Manitoba will be holding its
Annual General Meeting (AGM)
on Thursday September 23, 2021.

See page 9 for details



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DON'T LET THIS HAPPEN TO YOUR CC

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NEWSLETTER PUBLICATION SCHEDULE

The CCI Manitoba *Condominium News and Views* is published and distributed to members quarterly, with the following schedule and deadlines for advertising and articles:

- Fall Edition (November) with September 30 deadline
- Winter Edition (February) with December 31 deadline
- Spring Edition (May) with March 31 deadline
- Summer Edition (August) with June 30 deadline

To help us ensure timely delivery of the *Condominium News and Views*, it would be a tremendous help if member corporations ensure that the CCI Chapter Administrator is provided with updated information whenever there is a change of Management Company, quantities required and distribution address, etc. Please call, mail, or email this information to our Chapter Administrator. Thank you in advance for your assistance!

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PRESIDENT AND CHAPTER REPORT



As I write this report for the fiscal year ending June 30, 2021, I am amazed at how time flies, especially during a pandemic. They say "time flies when you're having fun", and I guess now we can say "time flies during a pandemic". Most of us have not travelled nor gone to our workplaces or visited with friends and family, but yet, we have adapted and we are getting through it. Challenging and definitely unprecedented! And what lies ahead? Hope and promise, but still lots of uncertainty. Whatever the future holds, we know that we can adapt and we can get through it. We have learned so much and there is much to be grateful for.

In this edition you will find year-end reports from all of our CCI, Manitoba Chapter committees and a sneak peek at upcoming events for 2021-2022.

In preparing for this year end report I perused the 2020-2021 editions of this incredible newsletter and I use the word "incredible" because I believe that it is first rate and very professional and it is entirely put together by our volunteers, Board members, non-Board members, administrators, advertisers and contributors. Bravo!

The editions of this past year and the themes of each newsletter were all hopeful. In fact, one year ago our Summer 2020 edition was titled "The Slow Return To Normal". We can all attest to the fact that the return to normal is much slower than anyone ever could have anticipated in these unprecedented times. When I read through the newsletter editions of this past year, the challenges were always at the forefront, but so too was the positivity, the many successes and what we all learned from living, working and adapting during a pandemic.

Multiple Zoom meetings, podcasts and webinars, meeting the educational needs of our membership, growing our membership, lobbying our Provincial Government for legislation in order to hold our Annual General Meetings virtually, answering our members many questions about what the public health orders might mean in their condominiums, the list goes on and on. And not just pandemic issues, but arising topics of electric vehicles, short-term rentals and the ever increasing condominium insurance rates.

One of our first challenges last fall was in filling vacancies on our CCI, Manitoba Chapter Board of Directors. This was made much more difficult than previous years because we could not meet face to face with potential candidates and as well, elections had to take place at the first ever CCI, Manitoba Chapter virtual AGM. We were so pleased to have a full slate of candidates and to welcome to our Board of Directors, Carl Dalton, Audrey Harder, Phil Jenkinson, Matt Jerome, Alan Reiss, Duane Rohne, and Patricia Salam. Each and everyone of them have brought so much to CCI and we can't thank them enough for sharing their wisdom, experience and expertise. They joined Connie Dame, Delaney Vun, Lori Ricard, Doug Forbes, John Popowich, Kathleen Vandale and Alan Forbes who all continued to share their skills, knowledge, talents and commitment to CCI. Thanks to all of you. I continue to be inspired by each and every one of you. I have learned so much by being a part of this great organization. Thanks also to Petr Kos and Pamela Pyke who served as non Board member volunteers on CCI committees.

Our AGM will be held virtually again this year on September 23, 2021, at 7 pm. If easing of restrictions allow meetings to be held face to face by the scheduled date, there may be an opportunity for some to attend virtually and others to attend an in-person meeting. We will keep you posted.

Elections are held annually at the AGM and I would encourage condominium owners, business partners and professional members to put their names forward. It is a very rewarding experience. For those members who are not interested in standing for election to the Board of Directors but may be interested in participating on one of our CCI committees, please let us know. We encourage and welcome non-Board member volunteers.

CCI, Manitoba Chapter bylaws allow for fifteen directors of which every year, five terms expire. The term for a Board Director is three

years. Board Orientation takes place following the AGM and before the next scheduled Board meeting. The Board meets monthly from September to June and all Board members are strongly encouraged to participate on at least one CCI, Manitoba Chapter Committee. Team Building sessions are also held annually in order to allow newly elected CCI Board members to transition into the role and be welcomed to the team.

The CCI, Manitoba Chapter Board of Directors held our Annual Team Building session virtually in mid-December last year. The facilitator did a great job of engaging the Board, assisting with some strategic planning and including a virtual wine and cheese get together at the end of the session. Another testament to adapting and embracing challenges.

Many thanks to the Executive Committee, John Popowich, Vice President, Patricia Salam, Secretary and Audrey Harder, Treasurer. With the exception of myself, all of them are new to the Executive Committee and I thank them for putting their names forward. The role of the Executive Committee is to assist the President with the general management and supervision of the affairs and operations of the Chapter and they have done a great job. The Executive Committee also acts as the CCI Finance Committee.

Many thanks to Millanne Baxter, Chapter Administrator and her assistant Aesia Desrosiers, without whom none of our work would be possible.

CCI, Manitoba Chapter Committees have done exceptional work. It goes without saying that I have already expressed my sincere gratitude for the newsletter. Many thanks to Alan Forbes, our Newsletter Chairperson and to his committee, Duane Rohne, Alan Reiss, Kathleen Vandale and Pamela Pyke. Much hard work goes into the quarterly newsletter, and while one edition is at the printers, the next edition is already being planned.

The Education Committee has brought all of us outstanding webinars this past year. Many thanks to Connie Dame, the Education Chairperson, Carl Dalton who assumed the role of moderator and to John Popowich who acted as the speaker liaison. Patricia Salam and Alan Reiss also made significant contributions to the committee.

The Education Committee has been hard at work developing online courses for members which will be launched in the very near future. They have also developed an Education Plan for 2021-2022 which includes some exciting topics, and, as if they didn't have enough work, the Committee is planning on developing a Property Managers online course as well as an Appreciation event for members once we can all gather again.

The Communication and Membership Committee, chaired currently by Duane Rohne and previously chaired by Delaney Vun, took on new challenges this year with a member survey and incentives to increase membership. Many thanks to Delaney and Duane and the committee members, Alan Forbes, Lori Ricard and Patricia Salem.

The Government Relations Committee co-chaired by Doug Forbes and Delaney Vun and committee members, Petr Kos, Matt Jerome and Carl Dalton took on many tasks this year in developing policies on several current CCI issues. Thanks to all of you for keeping on top of the issues and we look forward to the outcomes.

The Sponsorship and AGM Committee chaired by Connie Dame and consisting of Kathleen Vandale, Patricia Salem and Matt Jerome not only plan the AGM but also seek sponsorship for our many events as well as our yearly sponsorship opportunities. Great job.

Our newly formed Nominating Committee has been hard at work developing succession planning initiatives and keeping a roster of potential candidates for election to the CCI Board as well as potential candidates for executive positions on the Board of Directors. Thanks to Alan Forbes, Chairperson and members, John Popowich and Phil Jenkinson.

Continued on page 5

2021-2022 EDUCATION AND EVENT PROGRAM SCHEDULE

CCI MB INTRODUCTORY COURSE - COMING SOON & ONLINE

A MUST FOR ALL CONDO DIRECTORS, PROFESSIONALS, CONDO OWNERS WHO ARE POTENTIAL DIRECTORS OR ANYONE WHO WANTS A BETTER UNDERSTANDING OF HOW CONDOMINIUM CORPORATIONS FUNCTION.

LEARNING OBJECTIVES

Upon completion of the CCI MB Introductory Course, participants will have a basic understanding of the following:

1. Governance and Condominium terminology
2. Directors responsibilities
3. How Condominiums are managed
4. Basic financial overview
5. Legislation that affects Condominium Corporations

A Condo Corporation Board is collectively responsible to set the vision for the Corporation which in turn creates the framework for operations. The learning objectives for this session are to help you get started by outlining the Governance and Directors' Responsibilities, discuss various approaches and options to Property Management and help better understand the Board's planning, financials, and other responsibilities.

UPCOMING IN-PERSON AND ONLINE EVENTS

For the most up to date information about our event schedule and associated rates for members and non-members, please use <https://cci-manitoba.ca/education-events/upcoming-course-events>.

DATE & TIME	TOPIC	FORMAT
SEPTEMBER 16, 2021	LET'S GET THE PARTY STARTED! MEMBERS ARE ENCOURAGED TO JOIN US WHERE YOU WILL HAVE AN OPPORTUNITY TO GET TO KNOW OUR BOARD OF DIRECTORS AND CANDIDATES WHO ARE PRESENTING THEMSELVES FOR ELECTION FOR CCI BOARD OF DIRECTORS.	IN-PERSON, ASSUMING PERMITTED BY PUBLIC HEALTH ORDERS STONE ANGEL BREWING COMPANY, 1875 PEMBINA HWY, 5-8PM
SEP 23, 2021	CCI ANNUAL GENERAL MEETING	ZOOM & CONDOVOTER
OCT 21, 2021	ONE TEAM ONE MISSION! REALTORS, PROPERTY MANAGERS & OWNERS SALE OF CONDOMINIUMS - WHAT DOCUMENTS ARE NEEDED FROM OWNERS, PROPERTY MANAGERS AND REALTORS? HOW TO SPEED UP THE TIMELINE.	TBD
NOV 18, 2021	LIVING THE DREAM! GETTING THE MOST OUT OF CONDO LIVING UNDERSTANDING YOUR DECLARATION & BY-LAWS, RECOGNIZING YOUR RESPONSIBILITIES AS A UNIT OWNER AND THE PROPER COMMUNICATION CHANNELS.	TBD

PODCASTS OF PRIOR EVENTS

Don't worry if you missed one of the Lunch and Learn (L&L) or webinar sessions in the past year or so, as they are now available as podcasts after a few weeks at <https://cci-manitoba.ca/members-only/podcasts> along with some other recordings of past webinars and virtual events.

DATE & TIME	PODCAST TOPIC
MAY 20, 2021	ELECTRIC VEHICLE CHARGING STATIONS IN CONDOS
APR 15, 2021	SOLVING THE MYSTERY ON CONDO DOCS
MAR 18, 2021	THE VALUE OF A PROPERTY MANAGER - WHAT THEY CAN DO FOR YOU
FEB 18, 2021	MANITOBA'S MUST SEE'S
JAN 21, 2021	WELLNESS 2021 AND BEYOND! HEALTHY MINDS...HEALTHY BODIES

OTHER EDUCATIONAL RESOURCES

There are numerous resources available including educational videos for self study, podcasts of prior education events, and condo industry articles and publications. Check out the CCI National Resource Centre and the various categories of information <https://cci.ca/resource-centre/overview>.

As well, as a CCI Manitoba member you are eligible to participate in educational webinars put on by the other chapters across the country. Note that many chapters are offering free webinars while some require a payment. Take a look at the offerings at <https://cci.ca/events/upcoming-events>.



IMPROVE YOUR CONDO FINANCIAL SKILLS

Last month CCI National put on a webinar covering budgets and financial statements. It was very informative and easy to follow - a must for any condo owner seeking to better understand their own condo corporation's financial statements.

If you do decide to watch it, download and print the handout first

<https://cci.ca/sites/default/uploads/files/Handout-April-2021-webinar.pdf>

Here is the link to the recording

[https://cci.ca/resource-centre?text_query=&sort=newest&resource_type\[\]=Video](https://cci.ca/resource-centre?text_query=&sort=newest&resource_type[]=Video)

PRESIDENT AND CHAPTER REPORT

Continued from page 3

An ad hoc committee was also struck to liaise with the Winnipeg Regional Real Estate Board (WRREB). This is something we at CCI have tried to get going over many years. The discussions were great and many thanks to Alan Reiss for making this happen. We have held discussions about developing and hosting a webinar with the WRREB in the interest of educating our respective members about many of our common condominium issues.

Condominium sales hit a new record in sales this past May here in Winnipeg and it is an opportune time to liaise with realtors.


Another ad hoc committee met to take on the issue of short term rentals which has been very newsworthy of late. For now, the issue has been referred to the Government Relations Committee to consider the development of a policy and to make suggestions about educating our members on the topic.


A President's Forum was held on zoom in December 2020 and was well attended considering the format and that numbers had to be restricted to allow for good discussion. This has always been a very popular event and we are hopeful that we can gather again in the upcoming fiscal year as in person meetings work so much better for this CCI event. If condo corporation members were surveyed, I'm sure they would all agree that not being able to network face to face with other condominium owners and Board Directors is one of the negatives of the pandemic.


Alan Forbes took on the role of National Chairperson and has done an outstanding job. He attends regular National Council Meetings as well as virtual Leaders Forums. CCI National has also held several webinars over this past year which have been very successful. Thanks to our CCI Manitoba Chapter Board members who participated as webinar panel members.

While I think it is so important to thank our many volunteers for the work they do, I also have to thank our CCI, Manitoba Chapter members, condominium corporations, Boards of Directors, condominium owners, Business partners, and Professional members. Thanks to all of our presenters, prize donors and sponsors. Property Managers deserve our very special thanks for helping us get out the message by sending emails, delivering newsletters and promoting CCI. You are all so much appreciated.

Many thanks to our 2020-2021 Sponsors.

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It has been such a pleasure to serve as the President of CCI, Manitoba Chapter this past year and I want to thank everyone for the opportunity. While it has been a very different and difficult year, we have all risen to the challenges, celebrated many successes and look forward to what the next fiscal year may bring. We hope to see many of you at our AGM on September 23rd.

Until next time.

MAUREEN HANCHARYK, President
Manitoba Chapter

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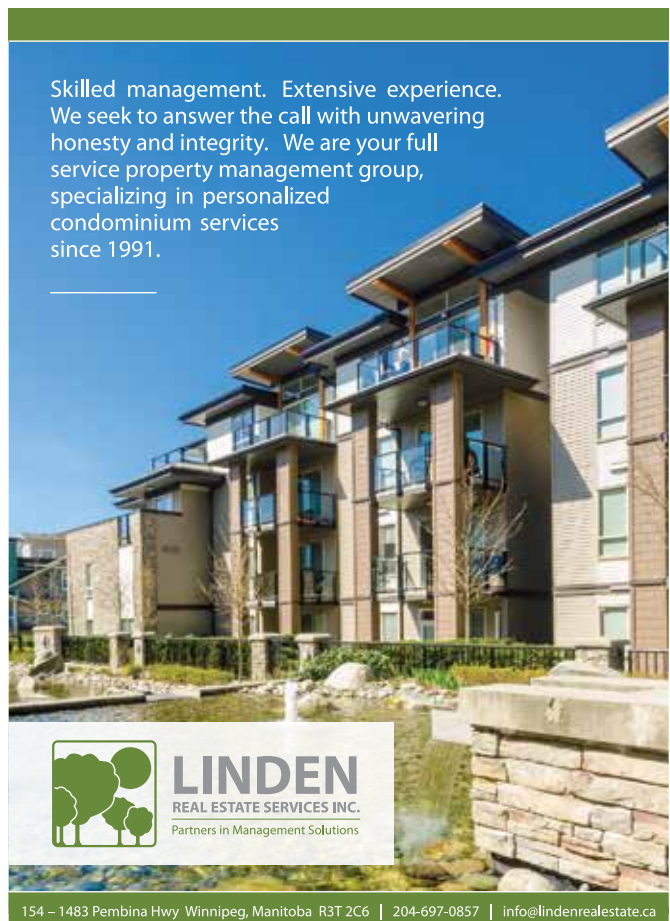
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CCI NATIONAL REPORT



CCI held its second virtual National Leaders Forum and Conference May 28-29. The next one in the fall will be virtual as well, but we can all look forward to the expected in-person event in the spring of 2022.

As was the case for the conference in the fall of 2020, there was a diverse set of topics covered with ample opportunity to ask questions of the presenters. What follows are some of my lessons learned.

SOCIAL MEDIA MARKETING 101: NEWBIE TO KNOW-IT-ALL

I am definitely a newbie when it comes to social media, having only a LinkedIn account. Needless to say, I learned a lot but mostly learned that I'm still a newbie and won't be rushing out to establish accounts on other social media platforms. The session was organized as an expert panel with time allocated for Q&A.

Social Media as a Verb

While we are all familiar with Googling on the internet I didn't realize YouTube was also a verb now, especially for millennials. Several CCI chapters have embraced YouTube and started organizing their content into posts of 5 minutes or less. Playlists are used to organize the topics with a similar theme - for example, you may have a theme for the Provincial Condo Act (the Act) with separate posts for different



topics or sections of the Act or perhaps a playlist of insurance related topics. The two key takeaways are the KISS principle (keep it short and sweet) and if you want to engage the younger generations, such as the millennials, you have to use YouTube.

Social Media Scheduling Applications

Imagine you have a presence on LinkedIn, Facebook, Twitter, Instagram, Myspace (just kidding), Google Hangouts, Pinterest, TikTok to name a few. How would you find the time to post items and keep them fresh and active? Fortunately, there is an app for that. Two that were mentioned were <https://www.hootsuite.com> and <https://buffer.com>. A useful website that provides a comparison of the two and an overview of what they do is <https://thedigitalmerchant.com/content-marketing/social-media/buffer-vs-hootsuite-compared/>. Key point is that without regular content updates users will stop engaging.

Social Media Strategy

Exactly what do you want to accomplish via social media? Don't have a strategy? Hootsuite has an 8-step template <https://blog.hootsuite.com/how-to-create-a-social-media-marketing-plan/>. The key point is to establish a strategy to achieve your objectives, then measure how well you are doing at it - you must use analytics.



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Final Social Media Tips

The experts emphasized key tips at the end of the session

- Analytics! You have to know your numbers (views, users, likes, followers, retweets) and their trends. Are you achieving your objectives?
- Just getting started? Which platform to choose?
 - Best platform for general or membership or condo corporations - Facebook
 - Industry professionals, such as property managers, lawyers, etc - LinkedIn
 - Engagement during or after live events - Twitter
 - Stories - Instagram or Facebook
 - Free tools to get started - <https://www.canva.com>
 - Pick one, master it, then try another.
- Use a scheduling app and schedule your posts well in advance but don't set it and forget it - keep up with current events (such as ever changing pandemic restrictions)
- Use a teleprompter for training videos and presentations so you don't have to repeatedly look down at your notes. An example is <https://bigvu.tv> but there are lots in the App Store and in Google Play.
- Like & Follow others, whether it be CCI Chapters, Property Managers, other Condo Corporations, if you want to increase the chatter and engagement.

WHAT HAS THE PANDEMIC TAUGHT US?

If you didn't have an emergency plan before the pandemic, you probably have one now. Emergency contact information still needs to be maintained along with protocols or policies for the common elements. How will you phase out your own restrictions? Once this pandemic ends, don't throw your plan away. Keep it and enhance it, thinking about other possible emergencies such as significant loss due to fire or flood or interruptions to operations due to power failures or snow storms. A key aspect of the plan should be timely, concise, and frequent communications. Keep whatever PPE you've accumulated and ensure it stays updated in anticipation of the next pandemic.

Expect some PPSD (post pandemic stress disorder) as some unit owners will feel more or less comfortable as the various restrictions are lifted - it will take a while to get used to meeting people without masks, shaking hands, hugs, not being able to find the hand sanitizer dispenser, etc. A recent article suggests we get used to the phrase "Are you comfortable hugging yet?"¹

Encourage patience and understanding. Expect that some people will show the strain from the past two years and take some time to fully recover. Consider picking up copies of the Canadian Mental Health Guide and/or distributing the link to it on their website.²

Virtual meetings are probably here to stay, but perhaps in a hybrid format with some people in a room and some via a video link. Condo Corporations (CCs) should keep in mind that travel times for

property managers and key contractors are lost time for them, in both directions. If they can attend virtually it should be easier to schedule an important meeting. Do you have snowbirds on your Board - now they can participate from anywhere. Similarly, unit owners can participate in AGMs remotely now too. Caveat - make sure your bylaws allow for electronic participation in Board meetings and owner meetings.

How does your CC's ToDo list look? Have you deferred some projects because of the pandemic? Have you looked at the prices of building materials, especially lumber? Using your reserve fund study (RFS) as guidance along with your latest maintenance and inspection reports and prioritize your projects as appropriate. Some you may be able to defer while some delayed projects will only increase your costs and risks (such as water leaks).

MISCELLANEOUS

There were other sessions that I got a lot of value out of, including

- An update on CCI plans to bring more value to its members by better leveraging the knowledge, skills and abilities of all Chapters in the National organization;
- An insurance panel with a cross-country update on insurance issues - the good news is that the market is softening a bit, so premiums should start stabilizing over the next year or so;
- When and how to review and update your condo docs - the declaration and bylaws
- A legal panel with a sampling of court cases across the country and lessons learned - know your Act, your Declaration and Bylaws well and communicate clearly, concisely and frequently to minimize legal expenses (note <https://www.canlii.org/en/> is an excellent resource to learn from others across the country);
- The keynote session on artificial intelligence was very interesting and had implications for CCs, both now and in the future;
- And a session on what to look for when hiring a property manager. One thought provoking topic was if your CC is struggling to find the right property manager and frequently changes property managers, perhaps the problem is not the property manager.

All in all, it was an excellent value for the time I invested to attend virtually. It was about six hours each of the two days for a very low price and I learned a lot. I look forward to the chance to attend one in person but will consider attending virtually again because of the significantly lower costs - no flights, hotels, cars or restaurant meals required.

ALAN FORBES

National Council Representative
CCI Manitoba

¹ Post-pandemic 'normal' will be an adjustment, The Washington Post, Jason Rezaian https://winnipeg-can-app.newsmemory.com/?publink=16e0abb8d_1345e33

² Mental Health Resources for Winnipeg <https://mbwpg.cmha.ca/resources/mental-health-resource-guide-for-winnipeg/>



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THE REISS REPORT

CCI CONDO BLOG: CONDOS CONTINUE TO SELL AT A RECORD PACE DUE TO AFFORDABILITY, LOCATION, SIZE

No matter which way you cut it, the number of sales is phenomenal. Compare it to the best previous year – 2014 – and it blows it away with nearly 400 more sales, as 963 condominiums were sold during the first six months of that year versus 1,376 this year. Percentage-wise, the first half of 2021 still works out to be 43 per cent better than sales from seven years ago!

The best news is that the sales have been spread out all over the city. The top four areas look like this: Osborne Village, 126; Crestview & River Park South, 60; Waverley West, 56; and downtown, 55. There were also 25 units sold in Sage Creek – 22 this year, with three being carried over from 2020, making for a sales increase of 114 per cent.

What does all this mean? Well, simply put, it means that condominiums have become a viable alternative to single-family homes. With single-family home inventory remaining low through the first six months of 2021, there have been bidding wars all over the city. Consequently, buyers have turned to condominiums, where competition isn't nearly as stiff. Not

only that, but buyers have also elected to buy a condo because there are so many projects in excellent locations across the city.

There's also another factor at play here: size. Turns out, the average square footage of units sold came in at 1,037 sq. ft. With that type of square footage available, first-time buyers have found that these condos offer a function level that rivals a single-family home.

Couple that with the affordability factor – 193 units solid in the \$100,000 - \$149,999 range, 347 in the \$150,000 - \$199,900 range and 248 in the \$200,000 - \$299,900 range – and you have a record number of sales.

And sales promise to stay brisk. Going into the second half of 2021, there are 582 available listings, with 151 in the \$150,000 - \$199,999 range, and another 117 in the \$200,000 - \$299,900 range.

Combine affordability with location and generous square footage, and sales figures to stay strong for the foreseeable future!

ALAN REISS

CCI MB Newsletter Committee

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Over the past 15 months or so, the word “unprecedented” has been used a lot to describe the impact of COVID-19 on our lives.

When it comes to sales of condominiums of late, that term fits, as sales have been, well, unprecedented.

Through the first six months of 2021, a total of 1,376 condominiums have been sold in Winnipeg.

That translates into a 94 per cent increase over the same time period last year.

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DON'T LET THIS HAPPEN TO YOUR CC

The collapse of the Champlain Towers condo in south Florida highlights the critical role of condominium corporation (CC) directors in maintaining a safe and healthy environment for their fellow residents. Startling before and after images highlight the scope of the damage, from which you can easily see why there are so many dead and missing <https://www.nbcnews.com/news/us-news/interactive-see-after-photos-florida-condo-building-collapse-n1272299>.

Sadly, the collapse probably could have been prevented, as an inspection done in October 2018 identified the scope of the problems. However, the required corrective actions were expensive. As many of us have seen concerning reserve fund studies (RFS), there was a significant gap between the recommended and actual reserve funding level. In the Champlain towers, the proposed special assessments were \$80K for a one-bedroom unit and up to \$400K for a penthouse¹. Since the initial inspection report in 2018, subsequent delays caused the price increases. Owners complained about the high cost so no effective action was taken. The pandemic was

a complicating factor in the lack of action, no doubt. On a positive note, there is a much smaller chance of this happening in Canada because of the various Provincial Condominium Acts requiring an updated RFS every 3-5 years.²



Is your RFS up to date (must be done every five years), and how are you doing with respect to the recommended funding levels? Have you been deferring critical inspections or renovations? Have you proposed drastic fee increases or special assessments only to receive complaints, resistance or moves to oust a board director? Lessons learned: read and understand your RFS; perform the required inspections; don't delay taking action; yes, there might be resistance, but how much is a life worth (or a hundred or more lives). 🌻

¹ Condo board boss warned of worsening damage before collapse <https://apnews.com/article/fl-state-wire-0c6b6c6e70575519ba6b90e6e2448a60>

² Could my condo building collapse like the one in Florida. Expert says problems can be found faster in Canada' David Pate CBC News 2021-07-15 <https://www.cbc.ca/news/canada/condo-building-collapse-inspections-reserve-funds-1.6102153>

CCI MANITOBA ANNUAL GENERAL MEETING (AGM) THURSDAY, SEPTEMBER 23, 2021

CCI Manitoba will be holding its Annual General Meeting (AGM) on Thursday, September 23, 2021 at 7:00pm. We are planning on holding our AGM in the same virtual format as we did last year and there are a few key dates and details we wanted to share with you:

NOTICE OF MEETING Our notice of meeting will be sent out on Thursday, August 19, 2021, both electronically and by mail so please keep your eyes out for it.

CALL FOR CANDIDATES If you are interested in getting more involved with CCI send us an email. The call for candidates will close on Friday, September 10, 2021, we encourage you to consider letting your name stand for election to our Board of Directors.

REGISTER Registration will open on August 19, 2021, so please visit our events page on our website and register! All of our members are welcome to register and attend our Virtual AGM.

ONLINE VOTING Online voting will open on Monday, September 13, 2021. Voting links will be sent out along with the Notice of Meeting, however, we still do not have email contacts for many of our Condo Corporation members. For Condo Corporation Members: Generally, the President would cast the vote unless they are unable to attend, in that case another member of the Condo Corporation can cast the vote. If you are the President of your Condo Corporation and you do not receive your voting link, please contact us by phone or by email.

We hope to be able to get together again soon, we sure miss being in a room full of our condo community members and we can hardly wait to see you all again. Keep your eye out for more AGM details to come, we hope to see you there!

Note that all unit owners of CCI Condominium Corporation members are also CCI members, as are all staff at our Business Partner members, and hence are eligible to attend our AGM and to run for our Board.

CCI MANITOBA COMMITTEE REPORTS

The following reports highlight the accomplishments of CCI Manitoba's Committees from the past year and summarize the plans for the coming year. Note that you need not be a CCI Board Member to join one of our committees. If you are interested in volunteering for one of our committees, please email us at ccimanitoba@cci.ca.

SPONSORSHIP & AGM COMMITTEE

The AGM/Sponsorship Committee is responsible for arranging the AGM and campaigning for sponsorships. Sponsorship is an extremely important part for any organization, it is the financial support for events such as AGM's, Webinars, Lunch & Learns, Quarterly Newsletters in addition to keeping membership and CCI events affordable. It also increases awareness for our Professional and Business partners by promoting their company at events including the CCI website, E-blasts as well as AGM's. Their sponsorship also allows them to successfully network at any particular in person event.

This year our AGM will be held virtually because of provincial restrictions on gatherings. We are planning to hopefully hold the 2022 AGM in person at Fort Gibraltar with a Halloween Theme, so start planning your fantastic costume ideas!

We are always looking for volunteers for our committee, if you are interested in volunteering, please contact CCI Manitoba Chapter to learn more.

I would like to thank the Committee members: Matt Jerome, Kathleen Vandale and Patricia Salam for their hard work, dedication and contributions.

**WE WOULD LIKE TO EXPRESS OUR SINCERE GRATITUDE TO ALL OUR SPONSORS,
IT MEANS THE WORLD TO CCI AND OUR MEMBERS.**

CONNIE DAME

Chair, CCI MB Sponsorship & AGM Committee

GOVERNMENT RELATIONS COMMITTEE

The Government Relations Committee will start developing positions for CCI-Manitoba to consider adopting on a list of issues of concern to its members. Although amendments to the Manitoba Condominium Act (the "Act") may not be at the top of the priority list of the Government of Manitoba, CCI plans to be ready should the opportunity present itself to comment on the various issues. Having policies in place will also enable CCI-Manitoba to advocate for the Province to consider amendments to the Act as well. The list developed by the Committee is as follows:

1. Short-term rentals
2. Reserve Fund Studies
 - a. Unrealistic target amounts and the gap between recommended amounts and reality for many of our members
 - b. Requiring reserve fund studies for new developments
2. Whether or not to allow the use of reserve funds for more than repair and maintenance
3. Review of small condo exceptions on requirements such as reserve fund studies and audited statements
4. Whether or not to allow 55+ restrictions in condominiums
5. Lien priority and time for filing
6. Whether or not there should be a public list of directors' names
7. Real Estate Services Act and requirements for Condominium Property Managers
8. Do we need a Manitoba Condo Authority similar to the Condominium Authority in Ontario?
9. Whether or not there should be guidance regarding service animals
10. Turnover procedures on Phased Condos (and the payment of common expenses on undeveloped phased units)
11. Mandatory director education
12. Meeting procedural issues (directors and unit owners)
13. Electronic/Advance/Email voting
14. Fines for Declaration infractions (currently fines are limited to breaches of the By-laws and Rules)
15. Proxy issues, and the solicitation of proxies
16. Should Status Certificates be mandatory?
17. Whether or not to permit equitable but different reserve fund contributions for different types of units

The Committee invites any member to submit suggestions of other topics that deserve consideration. Submissions can be sent to ccimanitoba@cci.ca. Please mark Emails to the attention of the "Government Relations Committee". Alternatively, suggestions to improve the Act can be submitted on our website via <https://cci-manitoba.ca/resources/the-condominium-act-suggestions-for-improvement>

DOUG FORBES

Chair, CCI MB Government Relations Committee

NOMINATING COMMITTEE

This is a newly formed committee with a mandate to

1. To provide a list of possible candidates for each AGM to ensure there is a full slate of qualified and capable candidates for the open positions
2. To develop a recruitment plan
3. To develop a succession planning policy and procedure
4. To develop a director mentoring plan

In normal times, we'd approach CCI members at the various educational and social events during the year. Due to Covid and the lack of normal times, it is much more difficult to have exploratory discussions with members about their possible interest in volunteering to join our Board or one of our Committees.

We'd like our Board and Committees to have a diverse set of skills and abilities from individuals from both condominium unit owners and condominium industry professionals. Each and every member of CCI is a potential candidate. CCI Manitoba is a volunteer organization working with business partners, condominium owners and professionals for the betterment of the condominium market in Manitoba. Regardless of your background and whether you are working full-time, part-time or are retired, you can provide valuable contributions towards our shared goal of "creating a successful and viable condominium community".

Perhaps you enjoy writing – consider joining our Newsletter Committee or providing an article or two. If you are active on social media or have a public relations background – consider joining our Communication Committee to improve our social media presence and our overall messaging. Maybe you enjoy event planning – you can help us plan our Annual General meeting or help improve the customer experience in our Lunch-n- Learn education sessions. Those of you with backgrounds with provincial or municipal governments or crown corporations could be of assistance to our Government Relations Committee. As well, if you have a sales or marketing background, we could use your skills for membership and sponsorship drives and advertising sales.

If you are interested in volunteering with CCI Manitoba, please get in touch with us with a phone call 204-794-1134 or an email ccimanitoba@cci.ca.

ALAN FORBES
Chair, CCI MB Nominating Committee

COMMUNICATION & MEMBERSHIP COMMITTEE

The past twelve months have been challenging. We hope that with increasing vaccination rates, a return to some semblance of normal is just around the corner. The Communication and Membership Committee invites that return to normal. From 2019 to 2020, we saw a drop in membership. To counter the membership drop, we developed three initiatives.

- A membership survey to better understand our members. The results of the survey have generated discussion that will focus our efforts toward two stakeholder groups; property managers and condominium corporations.
- An early renewal incentive program launched in early 2021 and ending on June 30th, 2021, resulted in a 26% increase in early renewals from 2020.
- A new member referral incentive program is running from April 1 2021, to September 1 2021. While the numbers are not yet in, we are hopeful that we'll see similar results.

DUANE ROHNE
Acting Chair, CCI MB Communications & Membership Committee

FINANCE COMMITTEE

It has been an interesting year. I joined the board this last September and meeting virtually with the new board of directors has worked out well. However, I look forward to meeting with them all in person.

We are anticipating a deficit for this year. CCI fees have remained the same, except for the personal membership fee which was reduced from \$125.00 to \$75.00. There were cost savings due to Covid in which we incurred no travel costs but did invest in new social platforms to continue to provide CCI Lunch 'n' Learns.

I am looking forward to the new year with many new condominiums joining CCI. We are offering the condo introductory course and will continue to provide the Lunch 'n' Learns virtually and hopefully in person as well.

The CCI board of directors is working hard to provide value to all their members.

AUDREY HARDER
Chair, CCI MB Finance Committee

Continued on page 12

CCI MANITOBA COMMITTEE REPORTS

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EDUCATION COMMITTEE

The Education Committee is responsible for offering educational webinars and Lunch & Learns to the condominium communities. This past year has been a challenge working through the pandemic for everyone. Our first and foremost important news is that we have been working diligently to complete the CCI Introductory Course to offer to our members, and we're almost there! We received great feedback from our members who are anxiously waiting for the course.

Our next priority is to work on the CCI 200 course to provide a more in-depth education to the condominium communities. In addition, we are in the preliminary discussion stages for offering a CCI Introductory Course for Property Managers. We are keeping our fingers crossed that we will be able to resume in person Lunch & Learns by the end of the year where we will offer both webinars and in person Lunch & Learns. If you have any suggestions on topics that you would like to learn about, we would love to hear from you.

We are always looking for volunteers for our committee, if you are interested in volunteering, please contact CCI Manitoba Chapter to learn more.

I would like to thank the Committee members: Carl Dalton, Audrey Harder, John Popowich, Alan Reiss and Patricia Salam for their hard work, dedication and contributions.

"EDUCATION IS THE MOST POWERFUL WEAPON WHICH YOU CAN USE TO CHANGE THE WORLD"

CONNIE DAME

Chair, CCI MB Education Committee

If you are interested in joining our email subscription list, here is a link <https://cci-manitoba.ca/sites/default/default/popup/mailchimp.html> or you can click the Stay Informed button on our website.

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NEWSLETTER COMMITTEE

I'd like to start out by thanking my Committee members Alan R., Duane, Kathleen, Pam and Maureen for their valuable contributions of articles and their time commitment to review and edit. Also, the newsletter would not make it out to any of our members without our admin team of Millanne and Aesia.

Over the past year we've become more consistent in publishing your newsletter on a consistent quarterly schedule, which is now posted on page 2 of each edition. One of the steps we've taken is to use online collaboration tools (Google Docs) which has helped us reduce our review and edit time by 20-30%.

While we have encouraged members to consider transitioning to electronic delivery of the newsletter, the vast majority still prefer the paper copy so we will continue to provide it in that format. We will however, continue to post PDF copies in the *Members Only* area on our website <https://cci-manitoba.ca/members-only/newsletter-archive> and look to make it easier to read on smartphones and tablets.

We continue to work on improving member engagement by becoming more timely in our responses to our features such as *Condo Conversation Corner* and *Suggestions to Improve the Condo Act*. As well, common themes across the various email inquiries and comments we receive are getting rolled up into articles.

Although we have tried to improve member engagement, we have failed at establishing one-to-one communications with the majority of our members via our email subscription list. While we do have the one-to-one option for our *Individual* and *Professional* members, the vast majority of our members are condo unit owners, whom we are still reliant on their respective property managers for communication. As well, we lack the one-to-one option for many property managers, administrators and support staff if the property management company is a Business Partner member. This limitation came to the forefront when we did our member survey this past year. If you are interested in joining our email subscription list, here is a link <https://cci-manitoba.ca/sites/default/default/popup/mailchimp.html> or you can click the Stay Informed button on our website.

ALAN FORBES

Chair, CCI MB Newsletter Committee 🍁

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THE CONDOMINIUM ACT – SUGGESTIONS FOR IMPROVEMENT

We encourage you to submit suggestions for improving the Provincial Condo Act to us via <https://cci-manitoba.ca/resources/the-condominium-act-suggestions-for-improvement>. We have started posting these 'suggestions for improvement' in our quarterly *Condominium News and Views*. In case you missed the improvement suggestions in the prior editions, have a look at the Fall 2020, Winter 2021 and Spring 2021 editions at <https://cci-manitoba.ca/members-only/newsletter-archive>

The Province has a useful website with a guide to the Act and links to the Act itself, and the associated regulation and various related forms. The website link is

<https://www.gov.mb.ca/condo/>.

RECENT SUGGESTIONS FOR IMPROVEMENT & QUESTIONS

While we have not received any new suggestions for improvement in the past quarter, our Government Relations Committee has started reviewing them and will develop position papers as appropriate for when the Provincial Government is ready to consider updates to the legislation. For more details, have a look at the year-end report from the Committee elsewhere in the newsletter.

We did receive an email from one of our members though ...

"This is an observation rather than a suggestion.

I was already residing in my condo when the new Act came into force and was pleased to see that future buyers would be so well informed before any purchase was finalized. However, over the years I have had occasion to view what newer residents received when they purchased their units and find that, regardless of whether or not the Table of Contents indicates all the right documentation is being provided, some relevant items are frequently omitted or incorrectly completed.

I realize both seller and buyer sign affidavits confirming all documentation was provided and received but it doesn't appear anyone who actually understands the relevance of the documentation is checking into the matter.

Since most purchasers have had no experience in the matter, I would assume the onus is on realtors and lawyers but don't know if anyone is actually held accountable.

Thank you for your service."

CCI Manitoba would be interested in your thoughts in regards to the above email. 🍁



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CONDO INDUSTRY - REALTOR PERSPECTIVE



CCI Manitoba Chapter recently had a discussion with representatives from the Winnipeg Regional Real Estate Board (WRREB) about various issues related to buying, occupying and selling condos. You may have experience and opinions on these topics and if so, we encourage you to let us know via email ccimanitoba@cci.ca or via our Condo Conversation Corner portal on our website <https://cci-manitoba.ca/resources/condo-conversation-corner>. What follows is a summary of those discussions.

LOCKBOXES

Since there are marketing advantages for sellers to use the multiple listing service (MLS®), being able to easily show the unit to prospective buyers through as many REALTORS as possible is important. A lockbox is a valuable tool towards this end as it eliminates the need for others to pick up a key from a listing agent and return it after the showing. REALTORS are busy and the old saying "time is money", so key drop-offs and pickups are lost time. The problem is that many condominium corporations (CC) do not allow the use of lockboxes on their property.

Why would a CC not allow a lockbox? Sometimes there is a Rule or Bylaw prohibiting the use of lockboxes. Are lockboxes mentioned explicitly in your CC documents? Sometimes there is a formal (or informal) policy prohibiting the use of lockboxes due to real or perceived security risks. For example, lockboxes on units with individual access (townhouses or bungalows), if broken into, would expose the unit to unauthorized access and possible theft or assault or vandalism. For apartment style CCs, the lockbox could include both a key to the unit and a key to the main door. Besides the temporary security risks already noted, locks would have to be re-keyed and potentially hundreds of keys reissued.

The risk could be mitigated to some extent by not having the lockbox associated with a specific unit - i.e. rather than attach the lockbox to a doorknob or railing on the stairs, perhaps place it somewhere

accessible on the common elements and definitely do not have a label on the lock box indicating the unit number. Another option would be to place the lockbox at a REALTOR office close to the unit for sale, to minimize the travel time to pick up and drop off. For buildings with a passcode system, a REALTOR passcode can be set and then the lockbox would just contain an unmarked unit key.

What do you think of the options or possible solutions? Maintaining security is important and while there are some reports of people breaking into lockboxes, a bigger risk for some CCs is people gaining access through underground parking.

CONDO DOCS & COOLING OFF PERIOD

The Manitoba Condo Act (the Act) allows for a seven day cooling off period for the buyer to reconsider their purchase decision and allow them to review the disclosure documents. Since the period only starts upon receipt of all disclosure documents, any delay in providing said documents is of concern to all parties involved. Sometimes it has taken over a week to provide all of the documents and other times all can be provided within a day.

The list of prescribed documents is defined in Section 10 of the Manitoba Condo Regulation in Form 6A and 6B <https://web2.gov.mb.ca/laws/regs/current/164.14.pdf>, which can be used as a checklist (Form 6A if sale is prior to registration of the Declaration and Plan and Form 6B if the sale is after registration).

There are a variety of reasons contributing to the delay in providing disclosure documents. Some of the reasons include

- Larger CC projects often can have a high turnover of units which results in a significant workload for the individual property manager and/or Board;
- We are currently in a hot condo market right now with higher than normal sales volumes - again, increased workload for the Property Manager and/or Board;
- There are some seasonal influences with summer vacations potentially causing some delays;
- Larger property management (PM) companies can have thousands of units in their portfolios, so with higher sales volume there will be higher workload levels;
- During the pandemic, there have been increased workloads all around and document requests are less urgent than many day-to-day issues;
- Some documents are time-limited so are often not produced until absolutely needed;

- Some CCs require a Board member signature on documents which can add delay.

How quickly does your CC or PM company turn around document requests? Some PM companies have staff dedicated to the task, thereby relieving some of the burden on the individual property manager. Some CCs delegate signing authority to their property manager, which eliminates a potential source of delay. Even though some of the documents have some time-limited data, with the current hot market, the documents could be produced when the unit is listed for sale - in the event the document has to be redone, the extra cost is insignificant with respect to the overall purchase transaction cost.

If you have comments on this topic please forward them to us via email ccimanitoba@cci.ca. If there is enough interest, CCI Manitoba would be willing to organize a forum or panel of industry professionals and condo directors and add it to our education schedule.

FOR SALE SIGNS

Proper signage can provide marketing value for the seller by bringing a buyer to their unit more quickly. As well, they provide marketing value to the REALTOR, especially when the sign changes from 'For Sale' to 'Sold' in a timely manner. However, many CCs prohibit REALTORS from putting up signs for a number of reasons, including

- Declaration or Bylaws may prohibit signs; these documents are difficult & expensive to change but must be enforced by CC Boards
- Some CCs allow signs but only with permission from the Board. In some cases Boards are reluctant to grant permission because it can result in complaints from non-selling unit owners. This is especially an issue for larger CCs that may have multiple units for sale at all times.
- Some CCs rationalize their prohibition because with the preponderance of social media options and buy/sell websites, signs are no longer a sign of the times.

Do you think signs provide value? When you purchased your own condo, was it the sign that brought your attention to the unit? Some signs now have a QR code on them which when scanned by a smartphone take you to a website with all the details of the listed property - definitely seems to be of some value there.

Continued on page 17

CCI MANITOBA PROFESSIONAL & BUSINESS PARTNER DIRECTORY



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Alan Reiss.....	RE/MAX professionals.....	areiss@remax.net.....	204-477-0500

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The above list of Professional and Business Partner Members is provided for informational purposes only and does not imply an endorsement by CCI-Manitoba.

CONDO INDUSTRY - REALTOR PERSPECTIVE

Continued from page 15

SHORT-TERM RENTALS

This is a big issue lately, especially in downtown Winnipeg in the Sports Hospitality District (SHED). This is a difficult topic for industry professionals, REALTORS included, as there is a mix of resident owners and investor owners with resident rentals. The issue is so contentious in the USA because of the conflict between individual property rights versus community rights, the US National Association of REALTORS (NAR) have stayed away from the issue and maintain a neutral position. WRREB is monitoring the situation as is CCI Manitoba.

Fundamentally, the problem is due to bad behaviour of some short-term renters. Problems include damage to common elements, excessive trash, parking issues, noise disturbances, concern for safety of residents and security of units to name just a few, all of which can result in a potential decrease in home values.

"Approximately 70% of units on the Airbnb distribution platform are entire home rentals, with guests having complete and sole access to the entire unit during their stay."

A short-term rental often is the rental of a house or condominium. Companies or individuals facilitate short-term rental reservations online and receive payment for this service. There are a variety of firms that facilitate these short term rentals, including Airbnb, Vrbo, Bookings.com and Homeaway. According to Mr. Scott Jocelyn, President and CEO of the Manitoba Hotel Association, only 17% of total Airbnb revenues in Canada is generated by true home-sharing where the owner is present during the guest's stay – i.e. in 2016-2017 when the survey occurred (and the percentage is higher today) entire home rental units comprised 83% of total revenues in Canada. Approximately 70% of units on the Airbnb distribution platform are entire home rentals, with guests having complete and sole access to the entire unit during their stay. One third units in Canada are rented out for more than 90 days per year in this manner. The idiom 'a bad apple spoils the bunch' comes to mind as anecdotally, most of the problems with short-term rentals are due to entire home rentals with the owners absent.

PLEASE KNOW: If you are having issues with short term rentals located beside or near you – like noise, excessive garbage or other neighbourhood livability issues, please file a complaint to 311 or 311@winnipeg.ca and a bylaw officer will investigate.

Cities around the world are regulating short-term rentals and Winnipeg needs to look at these regulations and implement them here. Winnipeg has started to take some action - look for Report #6 at <http://clkapps.winnipeg.ca/dmis/ViewDoc.asp?DocId=20950&SectionId=&InitUrl=>.

CANNABIS GROW OPS

Illegal commercial grow ops are becoming a problem in Winnipeg residential neighbourhoods. This impacts neighbours with smell and safety concerns. The WRREB is sensitive to the community aspect since happy condo owners make for a healthy condo market. WRREB is fully engaged with the City of Winnipeg on prohibiting illegal grow ops in Winnipeg's residential neighbourhoods and ensuring suitable regulations are in place.

CCI MANITOBA AND WRREB 🍀

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Continued from page 16

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CW Stevenson Inc.	https://cwstevenson.ca	204-956-1901
Economy Consolidated Enterprises	1-204-325-4753 Ext 228	
Imperial Properties	http://imperialproperties.ca	204-272-8799
Karma Property Management	http://karmaproperties.ca	204-415-5712
Linden Real Estate Services Inc.	http://lindenrealestate.ca	204-697-0857
Marwest Management Canada Ltd.	http://marwest.ca	204-947-1200
Onpoint Property Management Ltd.	http://onpointproperties.ca	204-325-5248
Rancho Realty Services (Manitoba) Ltd.	http://ranchowinnipeg.com	204-255-9788
Red Door Property Management Services	http://reddoorproperties.ca	204-505-1334
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Sussex Realty Ltd.	http://sussexrealty.ca	204-928-7054
The Smith Agency Ltd.	http://rentcanada.com/smith	204-475-5658
Towers Realty Group	http://towersrealty.ca	204-956-2739
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Winnipeg Sewer and Drain	http://winnipegsewer.net	204-786-4060

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Kach Jablonski Engineering Inc.	http://kachjablonski.com	204-471-3299
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WSP Canada Inc.	http://wsp.com	204-477-6650

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The above list of Professional and Business Partner Members is provided for informational purposes only and does not imply an endorsement by CCI-Manitoba.

CONDO CONVERSATION CORNER: A VIEW & A VOICE

Here are some items concerning previous newsletter articles, Lunch-n-Learns, webinars and Conversations in previous Newsletter editions. If you want to contribute to the discussion, you can make a submission to cci-manitoba.ca/resources/condo-conversation-corner

SHORT-TERM RENTALS

Besides receiving a submission from a member, this topic also made the news in a big way. While there is a commonly used idiom, "there is no such thing as bad publicity", it certainly doesn't apply in this case. Recent news reports such as "Parties, drug sales and noise come from suites rented out for short term stints say condo owners"¹.

One CCI Manitoba director reached out to a resident owner at one downtown condo to establish a dialogue and get a complete understanding of the scope of the problem. Another CCI Manitoba director, who is also a resident owner of a downtown condo unit, is participating in a working group of downtown condo corporations. As well, CCI Manitoba has formed an ad hoc committee to discuss the issues and bring forward some recommendations. We are also looking at the possibility of having a forum or expert panel session in our fall schedule of events.

This issue was also brought before the City of Winnipeg's Executive Policy Committee (EPC) on May 18th. There are a lack of regulations governing condos for short-term rentals, and it creates an unequal playing field for the hotel and hospitality industry. Most importantly, this is a safety and security issue for resident owners of condo units. As well, it presents some financial risk to those responsible owners that lease their units out.

You can watch the portions of the May 18th EPC meeting online, paying attention to the times noted. Here is a link to the recording of the meeting <https://www.youtube.com/watch?v=eLANJ1w8fyM> and these are the times that the short-term rental issues are discussed

- starts with Councillor Chambers 0:19 - 0:26
- Councillor Gillingham talks briefly at the 0:33 point followed by Janice Lukes briefly at 0:34
- 1:20 - 1:30 with a resident owner from GlassHouse Condos
- 2:20 - 2:28 with GlassHouse resident owner and board member
- 2:28 - 2:36 Scott Jocelyn of Manitoba Hotel Association emphasizes the regulatory side of it
- 3:46 - 3:56 with a representative of Ashdown Condos
- 3:59 - 4:02 a CCI Director who spoke as a downtown condo owner



Lori Ricard, CPA, CA
Partner

Over 20 years providing accounting and tax services to condominium corporations, residential and commercial real estate companies, developers and property management companies.

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It is worth pointing out that this problem is not unique to Winnipeg but is a problem across the country. Some provinces, such as Ontario, have had court cases find in favour of CCs concerning short-term rentals, by relying on clauses in their declarations stating "single-family residential". Lawyers in other provinces have started to leverage the Ontario legal precedents in some cases, since "A single-family doesn't have a check-in, checkout time, doesn't have a cancellation policy, doesn't have rules as to how to change the towels,"¹².

Is a prohibition of short-term rentals required? Opinions from resident owners are likely different from investor owners? Should there be a minimum term for the rental period? What does your declaration state in this regard?

Fundamentally, the bad behaviour of many of the users of the short-term rentals is the problem that must be solved, to ensure the safety and security of the residents and to protect the investment of all unit owners.

CONDO BOARD RESPONSIBILITY AND ACCOUNTABILITY

We received a submission from a member of a small condo corporation (less than 50 units) expressing concern about the willingness of their Board to provide the required leadership and to exercise the authority granted to them by the Manitoba Condo Act. The member seeking advice writes

We are a small condominium corporation ... board members reluctant to take responsibility for difficult decision making as the effects of their decisions, particularly those that were not seen as popular, could cause them to feel uncomfortable around their neighbours. ... board members shy away from making prudent and responsible decisions with a focus on the good of the condo, ... often leaves decision making to a vote of owners who do not have a responsibility to act prudently for the good of the condo ... owners have voted down an increase in condo fees despite recommendations from the reserve fund study indicating the need for an increase. ... The board is reluctant to remind owners that it is their right to make decisions like raising condo fees or securing contract work as it sees fit without a vote of owners. ... Construction work is decided by what is cheapest rather than what will be best for the long term of the condo. ... As a unit owner, I am concerned my rights and property are not being protected but I'm sympathetic towards the board who likely don't see the benefit of standing up to owners. This year they made the decision to raise condo fees ... and have been inundated with everything from refusals to acknowledge the increase to calls to bring it to a vote. ... As a unit owner I'm not sure what can be done. Any advice?

This is not an uncommon concern expressed by our members, more so for those that are self-managed and do not have a professional property manager on contract. Besides running for the Board and getting elected (which could be an obstacle based on the general attitude of the other owners), other options include publicly supporting the Board and speaking your mind at owners meetings, and also reaching out to Board members individually to encourage them and offer support.

Since there is no regulatory body for condos in Manitoba, we at CCI Manitoba can suggest that directors take advantage of our educational opportunities as they arise (September through June each year) or watch our podcasts of prior education events and as well as review articles in past newsletter editions in our archive under the *Members Only* area <https://cci-manitoba.ca>. There are also online



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resources on the CCI National website <https://cci.ca/resource-centre> plus a listing of educational events across all CCI Chapters <https://cci.ca/events/upcoming-events> that all CCI Manitoba members are eligible to attend.

Some self-study can also be done by becoming familiar with the Manitoba Condo Act and Regulation <https://www.gov.mb.ca/condo/> or by reviewing your own Declaration and Bylaws.

QUOTES FOR SPECIAL PROJECTS OR SERVICES

One of our members sent us the following email

"I'm curious if there is a standard SOC sheet or a scope of work required sheet which a condo corp can use when asking for bids on this work to be done.

This is an annual requirement, so in my mind, it makes sense to have everyone quote on the same type of work and in the same order so we as a board are comparing apples to apples.

Is there something out there in Condo Land?"

Comparing quotes from different service providers can be difficult because they often quote slightly different services. This makes it difficult for Boards to evaluate the quotes and make decisions promptly. There are a few means to reduce this difficulty, such as using a statement of work (SOW), a request for proposal (RFP) or even defining a CC policy so that you are consistent year over year for seasonal services. They would be useful to have when seeking quotes for services such as

- Lawn care - what is included in core service and what is extra charge? Weeding, fertilizer, aeration, weed killer, pruning
- Snow removal - what time will they show up and after how many cm of snow? Do they pile it up or haul it away by default? Do you define where you want it piled up and what areas you want shoveled? Does the service include sanding?
- Deck refinishing - options include sanding, stain colours, board replacement, levelling, etc
- Inspections of critical infrastructure
- Major renovations or additions

For all of these, it is useful to have a SOW or RFP to provide to all of the bidders. Assuming all bidders use the SOW or RFP (sadly, this is not a given), it should be much easier to evaluate and compare the bids to make a good and timely decision.

CCI MB NEWSLETTER COMMITTEE 🍀

¹ Winnipeg condominium owners call for regulations and taxes on short-term rentals Sean Kavangh CBC News 2021-05-18 <https://www.cbc.ca/news/canada/manitoba/winnipeg-short-term-rentals-airbnb-condominiums-damage-crime-1.6031966>

² What condo owners can do to oust short-term rentals from their buildings CBC News 2019-08-07 <https://www.cbc.ca/news/canada/nova-scotia/what-condo-owners-can-do-to-challenge-short-term-rentals-1.5238097>

THE REPLACEMENT COST CHALLENGE

According to Statistics Canada, the year over year increase in construction costs in a single-family home was an average of 14.6%. In Winnipeg, the quarterly increase was 3.5%.

It is no secret to anyone in the development or construction business that multi-family residential construction costs are rising due to the global pandemic's impact on labour and material costs. Labour costs are impacted by the requirements of social distancing which has resulted in reduced productivity. Material costs for lumber have increased due to plant shutdowns and increased product demand as homeowners divert their planned travel dollars into home reno dollars.

A recent report by RE/MAX revealed that more than half of Canadians renovated their homes in 2020. Anyone who has built a fence or a deck will confirm that lumber costs have skyrocketed. And while the cost of lumber is coming down, (the cost of 8 foot-long two by fours dropped from a record cost of \$2,100 per thousand board feet in late April 2020 to \$1,300 per thousand board feet in June of 2021), construction costs are not expected to return to pre-pandemic levels for quite some time. Certainly not in 2022 according to experts. Further, it is not only lumber pricing that has been impacted, costs for other materials such as sheet metal and concrete, have also seen significant increases.

While this may be of interest, how does this relate to our condominium community? As everyone who has taken the Condo 101 course knows, it is a requirement of Section 185 (3) of the Manitoba Condominium Act for the Board to place insurance on the condominium property on a 'replacement cost' basis¹. As you can imagine, it is challenging given these factors for the Board to insure the condominium property at replacement cost.

One solution to ensure you are meeting your obligation as a director in these challenging times is to have your building appraisal updated now. Section 185(9) of the Manitoba Condominium Act requires that an appraisal be obtained before the first unit is occupied and every five years thereafter. However, given the current volatility in costs it certainly seems prudent to revisit your appraisal now.

In the recent past, it was quite common to increase building values by 3% per year or some such other nominal factor. It is obvious that in the current situation this would not be prudent. Statistics Canada data indicates that residential construction costs in Winnipeg have increased 7.69% in the last year. This is of course an average and would vary depending upon the type of building (townhomes vs apartment-style condominiums for example) and type of construction (wood frame vs concrete).

Of course, another thing we are seeing is significant increases in insurance rates. So, it is a 'double whammy' – not only is your rate going up but your values need to be increased significantly as well. That being said, insurers do look more favourably on risks with current building valuations.

There are important conversations to be had as Boards do their due diligence when it comes to ensuring obligations are met with respect to property valuation and insurance.

PAMELA PYKE, BPA, CIP
Marsh Canada Ltd. 🍀

¹ Manitoba Condominium Act <https://web2.gov.mb.ca/laws/statutes/2011/c03011e.php#A185>





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SAVE THE DATE

CCI Manitoba will be holding its AGM on Thursday
September 23, 2021. See page 9 for details

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