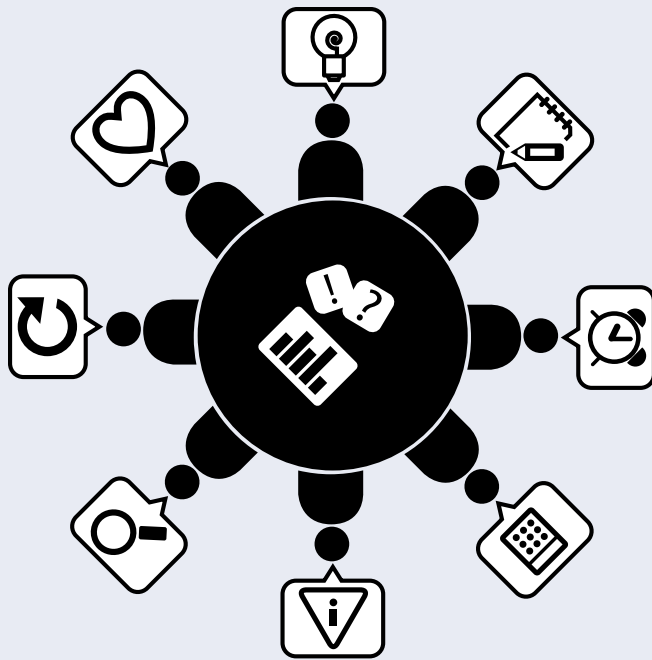


# ENHANCING COMMUNICATION IN CONDOMINIUM COMMUNITIES: A TECHNOLOGICAL APPROACH FOR BOARD MEMBERS AND PROPERTY MANAGERS



In a condominium community, effective communication is crucial for fostering a positive living environment and maintaining efficient operations. As board members and property managers, you have a greater responsibility to ensure that communication between all parties, including residents, remains open, transparent, and efficient. With advances in technology, new tools have emerged that can help enhance communication between board members, property managers, and residents. This article highlights the importance of communication within condominium communities and explores ways technology can be leveraged to streamline this essential process.

## THE IMPORTANCE OF COMMUNICATION IN CONDOMINIUM COMMUNITIES

### Enhancing Resident Satisfaction

The satisfaction level of a resident can be directly tied to the quality of their living experience. An integral part of this experience is the ease and effectiveness of communication between residents, board members, and property managers. By prioritizing communications, boards and property managers can improve resident satisfaction in several key areas:

1. **Timely resolution of issues:** When residents encounter problems, they expect prompt attention and resolution. By maintaining open and responsive communication channels, boards and property managers can address concerns quickly, increasing resident satisfaction. Utilizing technology, such as dedicated communication platforms, can streamline this process, allowing concerns to be efficiently tracked and resolved.
2. **Transparency and trust:** Residents want to know that their concerns are heard, and their opinions are valued. Open communication helps build trust between residents, the board, and the property managers. Consistently providing updates on community matters, offering explanations for decisions, and sharing relevant information in a timely manner all contribute to a transparent environment that furthers resident satisfaction.

3. **Empowering residents:** By keeping residents informed and involved in community affairs, they feel both empowered and a sense of ownership over their living environment. When communication is clear and accessible, residents are more connected to the community making them more likely to take an active role in maintaining its well-being.
4. **Setting and managing expectations:** Clear communication by making information readily available is essential for setting realistic expectations and ensuring that residents understand their rights and responsibilities within the community. This can help prevent misunderstandings and conflicts, contributing to a more harmonious living environment.
5. **Proactive communication:** Board members and property managers should strive for proactive communication, anticipating potential issues and providing solutions before they escalate. This not only enhances resident satisfaction but also prevents potential problems from occurring in the first place.

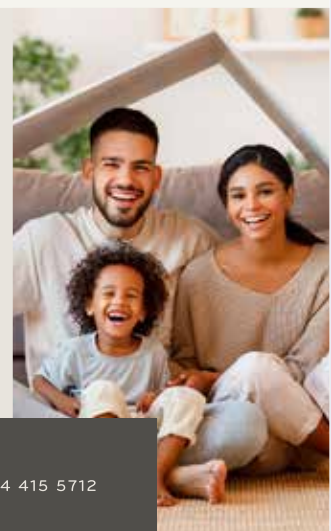
## FACILITATING EFFICIENT OPERATIONS THROUGH EFFECTIVE COMMUNICATION

Effective communication is a cornerstone of successful condominium management, playing a crucial role in ensuring smooth operations. By encouraging open communication channels between board members, property managers, and residents, you can greatly improve the efficiency of your community's day-to-day functions.



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Here are some ways in which effective communication facilitates efficient operations:

1. **Preventing miscommunication and misunderstandings:** Miscommunication can lead to misunderstandings, delays, additional costs, and unnecessary conflicts within a community. By maintaining clear, concise, and regular communication, board members and property managers can prevent such issues from arising, ensuring the successful functioning of operations.
2. **Streamlining decision-making processes:** Efficient communication allows board members, property managers, and residents to collaborate effectively, leading to quicker and more educated decisions. Timely access to accurate information enables stakeholders to make smarter choices that benefit the community.
3. **Facilitating project management:** Property managers often oversee multiple projects within the community, such as maintenance, repairs, and renovations. Effective communication allows for easy coordination between involved parties, including contractors, vendors, and residents. This streamlines project management, guaranteeing that tasks are completed on time and within budget.
4. **Improving maintenance and repair processes:** Effective communication allows residents to report maintenance issues easily and request repairs immediately when they occur, enabling property managers to address these concerns without delay. This helps to maintain the overall condition of the property and contributes to a well-maintained community.
5. **Encouraging proactive problem-solving:** By maintaining open lines of communication, board members and property managers can receive early warnings of

potential issues or conflicts within the community. This proactive approach to problem-solving helps to prevent small issues from escalating into larger, costlier, and more difficult-to-manage situations.

## PROMOTING COMMUNITY ENGAGEMENT

By maintaining open lines of communication, board members and property managers can encourage residents to actively participate in community activities, AGM's and decision-making processes. This involvement leads to stronger community bonds and a more harmonious living environment, with benefits such as:

1. **Encouraging involvement in community activities:** When communication channels are transparent and accessible, residents are more likely to feel included building trust in the process, and connected to their community. Organizing and promoting community events such as social gatherings, meetings, workshops, and recreational activities can help bring neighbors together and enhance a sense of belonging. Effective communication ensures that residents are well-informed about upcoming events and activities, encouraging their participation and interaction.
2. **Collaborative decision-making:** A crucial aspect of community engagement is involving residents in the decision-making process. When residents feel that their opinions and ideas are heard, they are more likely to be proactive and involved in community matters. By using technology, it makes it easier for residents to get involved, for example having access to online polls, surveys, or virtual meetings, board members and property managers can solicit input from residents and facilitate a collaborative approach to addressing community concerns and issues.

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<https://cci-manitoba.ca/>

## CHECK OUT OUR BULLETIN BOARD

This Bulletin Board is a place where **YOU** the condo community members can connect, post and share information.

*How do I post an item?*

That's easy - Simply send us an e-mail to [ccimanitoba@cci.ca](mailto:ccimanitoba@cci.ca) answering the following questions:

- Tell us about what you would you like to Post?
  - Title of your Post?
- How long would you like the your item/inquiry to remain on live on our page
- How would you like to be contacted about your Post?

**Please be sure to include any documents and pictures you wish to include in your post. Once we receive your email, we will review your submission and post it...it's that easy!**  
<https://cci-manitoba.ca/resources/bulletin-board>

## ENHANCING COMMUNICATION IN CONDOMINIUM COMMUNITIES: A TECHNOLOGICAL APPROACH FOR BOARD MEMBERS AND PROPERTY MANAGERS

3. **Open dialogue and feedback channels:** Encouraging open dialogue and maintaining accessible feedback channels allow residents to express their concerns, ask questions, and share ideas with board members and property managers. This builds trust and respect between all parties, resulting in a more cohesive and supportive community environment. Utilizing technology to create online forums or dedicated communication platforms can help streamline the feedback process and provide a centralized location for discussion.

### HOW TECHNOLOGY CAN IMPROVE COMMUNICATION BETWEEN BOARD MEMBERS, PROPERTY MANAGERS, AND RESIDENTS...

Integrating technology through dedicated communication platforms and community portals like [CondoCommunities.com](https://condocommunities.com), allows for centralized access to essential information. This simplifies communication by providing residents with a single place to find updates, report issues, and communicate with the board and property managers.

Community portals are online platforms designed specifically for condominium communities to encourage communication and streamline access to essential information. They can be customized to meet the unique needs of each community and offer features such as:

1. Email and push notifications for announcements, updates, and emergencies, ensuring that residents are kept informed in real-time.
2. In-app messaging, allowing for direct communication between residents and property managers or board members.
3. Digital forms for submitting maintenance requests, complaints, or suggestions, making it easier for property managers to track and address issues.
4. Board Approvals
5. Online forums for discussions, allowing residents to share concerns, ideas, and updates while enabling board members and property managers to respond promptly.
6. Event calendars to keep track of upcoming community events, meetings, and deadlines.
7. Access to important documents, such as bylaws, financial statements, and meeting minutes, ensuring transparency and easy access to information.
8. Online payment options for amenity bookings and items that may need to be purchased from management/the board.

By implementing a communication platform like [CondoCommunities.com](https://condocommunities.com), you can greatly improve the flow of information, increase transparency, and enhance overall communication between board members, property managers, and residents.

The importance of effective communication in condominium communities cannot be overstated. By leveraging technology, board members and property managers can significantly enhance communication between all parties involved, resulting in a better-managed community, increased resident satisfaction, and a stronger sense of unity. By staying up to date on the latest technology and integrating them into your communication processes, board members and property managers can ensure that their condominium communities continue to thrive.

RYAN GROSSMAN  
MANAGING PARTNER – CONDOCOMMUNITIES.COM LTD. 🍁

## INCREASED FUNDING FOR ERIK / TISU PROGRAM



An article in the Winnipeg Free Press on Mar 16, 2023 announced additional funding for the Emergency Response Information Kit program (E.R.I.K.®, which is the acronym for Emergency Response Information Kit, or en français T.I.S.U.® for trousse d'information sur les interventions d'urgence". <https://www.winnipegfreepress.com/local/2023/03/16/4-5m-unveiled-in-manitoba-seniors-strategy>

*"Another \$600,000 will pay for emergency response information kits (ERIK) that include health information, medical history, next of kin contacts, organ donor forms and other essential information should a medical emergency occur. The kits have a magnet that attaches it to a fridge, and a sticker for the front door so paramedics know to look for it.*

*The province is investing \$600,000 to produce and distribute 200,000 kits for any adult over 65 in Manitoba by August."*

If you are unfamiliar with the ERIK program, check out our 2020 winter edition newsletter article <https://cci-manitoba.ca/cci-manitoba-magazine/article/82>

CCI MB COMMUNICATIONS COMMITTEE 🍁



### CCI MANITOBA REFERRAL CONTEST! YOU COULD WIN A \$500 VISA GIFT CARD.

We love when our members recognize the benefits of CCI Membership and recommend us to others. For every new member that you refer to CCI Manitoba – whether a Condominium Corporation, Individual, Professional or Business Partner Member, you will be entered into a draw to WIN A \$500 VISA GIFT CARD. The more new members you refer, the more chances to win! Each new member referred between now and September 1st will be one entry into the draw. The draw will occur at the CCI Manitoba AGM in September.