

## Condominium News and Views



To the Members and Friends of The Manitoba Chapter • FALL 2019



**The Canadian Condominium Institute - Manitoba Chapter**  
leads the condominium industry by providing education, awareness and access  
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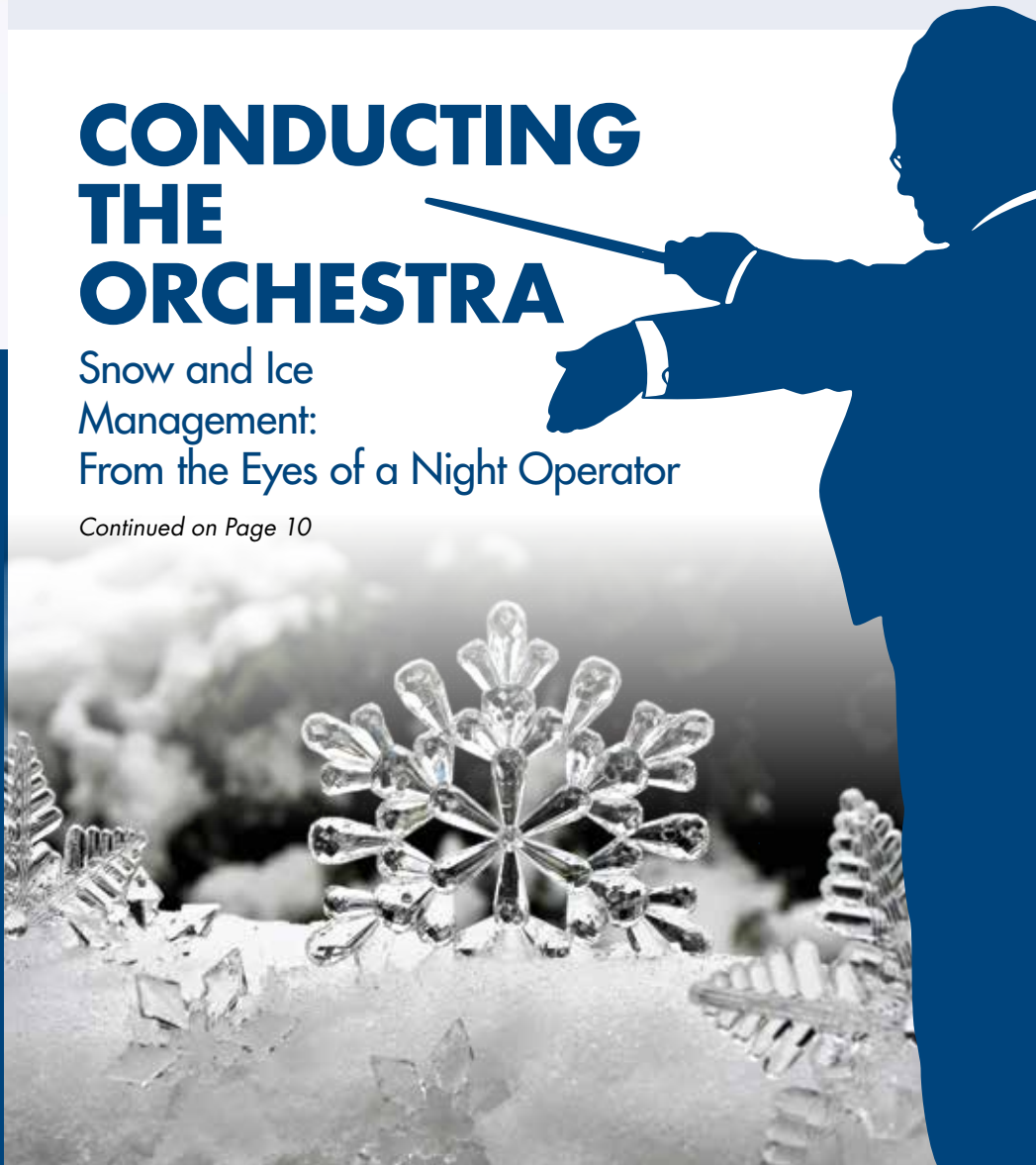
Snow and Ice  
Management:  
From the Eyes of a Night Operator

*Continued on Page 10*

### 2019-2020 SPONSORSHIP & ADVERTISING OPPORTUNITIES

CCI Manitoba events have a strong attendance from our condominium community, from directors and owners to professionals working in the industry. Sponsorship of our events provides an excellent venue for our professional and business partner members to gain industry wide recognition and networking opportunities, while also supporting CCI Manitoba. We offer several options for Sponsorship & Advertising and are confident that one of these will meet your company's needs.

Opportunities are limited so book early to avoid disappointment! Please visit our website for more information.



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## KEEP US UPDATED

The CCI Manitoba News and Views newsletter is published and distributed to members on a quarterly basis.

It would be a tremendous help if contact persons from 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!

## CCI MANITOBA IS LOOKING FOR YOU!

Our Chapter is looking for motivated individuals interested in joining one of our committees or volunteering their time to help with our upcoming sessions and events.

If you are interested please contact us at [ccimanitoba@cci.ca](mailto:ccimanitoba@cci.ca).

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## PRESIDENT AND CHAPTER REPORT



Summer flew by and here we are back in the routines and schedules that Autumn brings. I recently overheard someone say "July and August went by so fast. Why don't January and February go by that quickly?" And isn't that the truth?

At the time of writing this report, I awake every morning hearing the geese fly away. Smart creatures they are, as they know what is coming. I do enjoy the four seasons, but summer is such a carefree time, it is hard to let go.

Fall at CCI Manitoba Chapter brings regular monthly Board meetings, Committee meetings, Lunch and Learns and our Annual General Meeting. We generally do not meet over the summer months, however there is still work to be done, membership renewals, preparing for the AGM, responding to members' queries and compiling, editing and distributing the Summer newsletter.

The Board of Directors met on September 12th and October 3rd. The September meeting included catching up on issues that arose over the summer as well as preparing for the year ahead. The October meeting included Board orientation for our newly elected Board members and the election of CCI officers, committees and chairpersons. We also encourage non Board member volunteers to participate on CCI committees. If you are interested, please contact us. Elsewhere in this newsletter look for the list of our newly elected officers, committees and chairpersons.

We are pleased to welcome to the CCI Board of Directors, Alan Forbes, John Popowich and Kathleen Vandale. They bring a new perspective, fresh ideas and of course a vast amount of knowledge and experience in the condominium community. Also re-elected to the CCI Board of Directors, Doug Forbes, Krista Corley and Jane Lecours. Thanks to all those who let their name stand for election. Democracy is alive and well at CCI Manitoba Chapter.

The CCI Manitoba Chapter bylaws allow for fifteen directors of which every year, five terms expire. A Board members term is three years. If a Board member that is currently in the midst of a three year term resigns, there may be other terms of less than three years available for election as well. Condo owners are always encouraged to run for election as are those who work as business partners and professionals in the condominium industry.

Robert Giesbrecht did not stand for re-election and there are no words to thank him for his many years of experience, expertise, time, energy, commitment to and passion for the CCI Manitoba Chapter. Rob has been a dedicated member of the Board and was always in attendance at meetings and events. When asked to do some writing for the newsletter or other programs, answer an inquiry or make a presentation at a Lunch and Learn or other educational event, Rob never said no.

Rob was instrumental in the revision of the CCI Manitoba Chapter guidebook, a resource that we are very proud of. Again, no words, but thank you, thank you, thank you Rob. We will miss Rob and we hope that we will continue to see him at some of our events. Thanks also to Doug Forbes for a moving tribute to Rob at our Annual General Meeting.



The Board of Directors will also meet on November 1, 2019 for a team building session which will focus on orientation and planning. Orientation, planning and team building are all strongly connected and hopefully will set up the new Board of Directors for another successful year.

Lunch and Learns began in September and will be held monthly. The September session was our first attempt at podcasting and we hope to continue doing podcasts in order to reach the broader community. Many thanks to Constance Dame from Karma Property Management Ltd. who organized and sponsored the podcast. Connie also serves on the CCI Board of Directors.

The newly elected Education committee will be looking at programming and members will be advised prior to each session. Please encourage all condominium owners and CCI members to attend. Registration is available on our website. Experience has showed us that the programs are invaluable in learning more about the issues facing condominiums, and networking with other condominium owners, directors and those who work in the industry.

The CCI Manitoba Chapter Annual General Meeting (AGM) was held on September 26, 2019 at the Assiniboine Park Zoo, Gateway to the Arctic Building. As well as the election of directors, the agenda included Financial Statements, the President's Report and year-end committee reports.

The AGM was extremely well attended and lots of fun. The evening began with a cocktail networking reception and



## PRESIDENT AND CHAPTER REPORT (CONTINUED)

following the business meeting, another round of wine, hors d'oeuvres and draws for the fabulous prizes. The locale was spectacular, the exhibits were amazing and the polar bears did not disappoint.

An extremely classy event with many thanks to our unbelievable committee headed by Krista Corley and including Connie Dame, Jane Lecours, Debbie Buckingham and Patricia Berry.

So many of the attendees remarked about what a great event it was and one person said "I'm going to be talking about this night forever." Amazing is not too strong a word to describe the entire evening. The food was great and the service provided by the venue was excellent.

The committee reached all of their goals, one of which was designating a charity and making a donation on behalf of all members of CCI Manitoba Chapter. Stephen Sutherland of the Canadian Mental Health Association (CMHA) was in attendance to receive our \$1,000.00 donation. Stephen made a short presentation during the meeting and also made himself available to chat with attendees before and after the meeting.

Thanks also to the staff of Karma Property Management Ltd. who gave many valuable hours of assistance to make this event happen. The hard work, the commitment and the organization of this event was extraordinary.

We couldn't have succeeded without the support of our sponsors. Thank you for your contributions, your donations to our gift bags, your donations of door prizes, your presence and your commitment to our organization.

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Thanks also to the CCI Manitoba Chapter, WSP and Karma Property Management Ltd. for your support in donating very generous door prizes.

All of our sponsors contribute so much to make CCI Manitoba Chapter a valuable resource to our members.

Also a huge thank you to our 2018-2019 Sponsors.

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Your sponsorship of CCI events and your commitment is truly appreciated.

The President's Forum was held on October 3, 2019. This event is a favourite among our Condominium Corporation members as it is an opportunity for Presidents or their designate to attend and network with others in the same role. They share common issues, success stories and practical solutions. These forums are held twice yearly. The next one will be held in April 2020 and we encourage you to come out and join us. There is no fee to attend and they are very beneficial for all whether a brand new President, or like me, one who has been in the position as a condominium corporation President for quite a few years.

The CCI National Leaders Forum, Annual General Meeting and National Awards Banquet was held in Toronto, Ontario November 6-9, 2019. The theme of the forum was "Reaching New Heights." Leading a Volunteer Organization was one of the many topics and there was a symposium on Assessing Risks in your Condo and understanding why insurance rates are rising and how condos can manage them.

Networking with other Chapters and Exhibitors and hearing reports from other Chapters, local and National speakers and delegates is always a highlight. Attending on behalf of the Manitoba Chapter are the administrator, the Chapter President and the National Representative. Doug Forbes, a member of our CCI Manitoba Chapter Board of Directors will continue in the role of Past President and Chairman of the CCI National Board of Directors.

Finally, I encourage each and every member to become more involved in CCI. Participation is for everyone including condominium owners and even nonmembers are encouraged to come out and learn more about CCI and our Manitoba Chapter.

Hope you enjoy our newsletter and please get in touch if you would like to see articles on topics near and dear to you or perhaps you would like to write an article. We would love to hear from you.

Until next time! 🇨🇦

MAUREEN HANCHARYK, President  
Manitoba Chapter

your condo connection

## LOOKING FOR THE CCI NEWSLETTER ONLINE - EASY AS 1-2-3

Dear CCI Member

As you are a valued member of CCI Manitoba, the Newsletter Committee wants to remind you that you have access to resources on our website, including current and past newsletter editions. To take advantage of these online resources, follow the three steps illustrated below

1. OPEN YOUR WEB BROWSER AND ENTER THE ADDRESS FOR THE CCI MANITOBA WEBSITE  
**<https://cci-manitoba.ca/login>**
2. LOGON USING THE CREDENTIALS OF USERNAME **Member2020**  
AND PASSWORD **CCICommunity**
3. SELECT THE NEWSLETTER ARCHIVE IN THE MEMBERS ONLY SECTION

Note that you can search for articles too. As well, we encourage you to have a look for upcoming Education and Events that may interest you.

Regards

*Your CCI-MB Newsletter Committee*



## 2019-2020 EDUCATION & EVENT PROGRAM SCHEDULE



CCI holds a strong belief that Education is key in supporting the condominium industry. The main focus of the CCI Education Committee is to provide consistent, current, quality content and delivery based on the best practices in the Canadian Condominium Industry and in accordance to the Condominium Act.

DATE	TOPIC & LOCATION	TIME
<b>Thursday</b> January 16, 2020	<b>LUNCH &amp; LEARN</b> <b>Condo Speed Networking -Experts on Maintaining Your Building</b> Canad Inns Fort Garry, 1824 Pembina Highway, Ambassador Room A	11:30 AM-1:30 PM
<b>Thursday</b> February 20, 2020	<b>LUNCH &amp; LEARN</b> TBD	11:30 AM-1:30 PM
<b>Thursday</b> March 19, 2020	<b>LUNCH &amp; LEARN</b> <b>Insurance Claims Yes Or No? Assumption of Responsibility</b> Canad Inns Fort Garry, 1824 Pembina Highway, Ambassador Room A	11:30 AM-1:30 PM
<b>Thursday</b> April 16, 2020	<b>LUNCH &amp; LEARN</b> <b>Condo Act: Best Practices - Air BNB</b> Canad Inns Fort Garry, 1824 Pembina Highway, Ambassador Room A	11:30 AM-1:30 PM

## REGISTER TODAY – SPACE IS LIMITED

All Unit Owners in a CCI Member Corporation are entitled to register at the Member Rate. See full education listings and register online at:  
<http://cci-manitoba.ca/education-events/>

**Please note that if your payment has not been received by mail prior to the session you will be required to pay by cheque or credit card at the door.**





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## SNOW REMOVAL IN MANITOBA... ITS A SURE THING!



If there is, one thing you can count on in Manitoba it's snow. Some years it arrives early as it did this year and some years it arrives later, but ultimately it always arrives.

One of the many attributes of living in a condo is you don't have to worry about shoveling or blowing the snow, that's the Property Manager and Board of Directors job to arrange.

Therefore, here are some checklist items and questions for Boards and property managers to consider when choosing a snow removal company.

- 1) Do they have insurance?
- 2) Do they have any claims against them for slip and falls?
- 3) Do they have a clear WCB standing?
- 4) Do they keep proper snow removal logs for insurance purposes?
- 5) Have you had previous experience with the trade? If not, ask for references.
- 6) Are they reliable?
- 7) Do they perform well?
- 8) Where is your property on their cleaning schedule? i.e. are you the first on their list or the last. We all want to be first but that's just not reasonable, so find out where you are.
- 9) If you are the last you may be waiting until early evening to have the snow removed from your walks and lots. It is important that walks are kept free and clear of ice and snow at all times to limit the liability the Corporation may face in a slip and fall claim.
- 10) Do they spread and provide ice melt, sand and grit after every clearing.
- 11) Do they attend after every snowfall regardless of the amount that has fallen, be clear on what your expectations are.
- 12) Do they have adequate staff and equipment for the size of your property to provide proper service, review this with them?
- 13) Do you have a fixed monthly rate with unlimited drive throughs and walkway clearings or do you pay per visit and based on time spent?
- 14) One of the advantages of paying a fixed monthly rate is for budgeting and with the exception of hauling, you can figure out what the annual cost of snow removal will be. In some years, choosing a fixed monthly rate works in your favor due to the amount of snow that has fallen while some years when there is not as much snow it does not. However, at the end of the day, a fixed monthly rate is a budgeted figure and it all washes out in the end with no big hits or surprises to your budget.
- 15) When reviewing quotations make sure you are comparing apples to apples and all trades are quoting on the same parameters of the contract.
- 16) Should you sign a contract? The advantage of signing a contract is you are ensuring your property is on the list for service. If you call them out as needed you will be at the bottom of the list for service and that may take a day or two to provide as they are busy servicing their contractual customers.





Be clear and precise on what you expect from them in terms of the service they are offering. Meet them at the site and review the areas that require clearing so there is no room for errors or a misunderstanding on what is expected. As well, if they will need to pile snow on the property, be sure to identify which areas they can use, taking into account possible damage to structures or landscape features. Walk the property prior to the snow fall season with the contractor to check for pre-

existing damages. Walk the property with them again in the spring at the end of the contract to check for damages that may have occurred during the course of their contract. Ensure that they repair the damages or arrange the repairs and charge it back to them.

Also, help your owners be safe by placing ice melt buckets in the lobbies for their use and barrels of sand and/or grit throughout the property to be used in the lots. Let

the owners know they are there for them to use should they come across icy and slippery areas.

Winter and snow in Manitoba is a sure bet, but the question is "are you ready for it?" 🍁

**SUE GAGNE**  
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**W**innipeg, Manitoba, 3 a.m. at the JRoss Construction & Landscaping Ltd shop. Another winter storm is blowing. It's minus 32 degrees Celsius with winds gusting to 50km/h. The forecast differs based on which source you check. The heavy equipment operators gather around and create their own opinions based on the averages of all sources or maybe who is most trusted with these sorts of things. Someone cracks the classic joke, "Meteorology is the only profession in which you can be wrong nine out of ten times and still keep your job". Coffee mugs and red bulls fully stocked, the crew rolls out into the night for what may be a 12, 14 or even 20-hour shift.

The truth of the matter is as a property manager or condo board you have many options for a snow contractor. How do you select the right contractor for the job? How can your communication flow affect your service level? My objective in this article is to share some insights into the operation of a snow removal company. Through some entertaining stories, we can illustrate how you select the right company and how you can ensure you receive prompt and professional service. We always say, when you don't notice us is when we are providing the best service. When you roll out of the parking garage the snow removal shouldn't be of any concern, at least until you hit the city streets!

Snow Removal is much like an orchestra. We have many different musicians each doing a different thing, each following the sheet music and the direction of the conductor to create a beautiful song. What are the instruments? Equipment like skidsteers, front-end loaders, truck plows, graders, dump trucks, sanding trucks, paddle blowers, backpack blowers and the tried and trusted shovel. As with a trumpet, there is a beginner model and a professional model. The

quality and productivity will be noticeably improved based upon the model, condition and age of your snow removal equipment. For example a 2005, John Deere 317 operates at a single speed 10km/h; it can handle a bucket with a capacity of a half yard. A 2015 John Deere 324E operates at two speeds with a max ground speed of 20.5km/h and a bucket capacity of just over 1 yard. This means the same category of machine is 4 times as productive and could possibly be billed at the exact same rate.

The sheet music will depend on the sophistication of the contractor. Do they use GPS trackers in equipment, aerials and site plans of the properties, routes with work logs? Preparation makes things run much smoother resulting in higher productivity. The end result to the customer is service that is more prompt and higher quality snow clearing. What about the song itself? Do you even like this type of music? It is important to have a discussion prior to hiring a company at all. What is your general budget? Do you require hand shovelling or just machine work? What are your expectations in regards to time lapse from end of snowfall to completed clearing? Is sanding and hauling upon request or when needed? It is very helpful to discuss clearing and hauling timing during the tendering process. Better yet, write it into your desired specifications and provide written instruction. Align your properties budget with your expectations. If you have a low budget don't force a company to cut corners or break contract obligations to make a profit. This will only perpetuate the cycle of new contractors coming into the field year after year with poor service a guarantee!

Back to the music. What about the conductor? Does your contractor have 24/7 dispatch? Companies that are prepared





will always have management closely watching progress through routes and adjusting schedules based upon many different factors. Experience goes a long way in organizing the resources available to the company and dispatching them in an appropriate way to match all customers' expectations. Snow removal in Winnipeg and similar climates is very difficult as a business model. In British Columbia, a contractor may have 8 properties, he knows every day or two he will need to service his customer. He can staff regular shifts and plan the workload accordingly. In Manitoba, we may get no snow for 2-3 weeks and then we get 20-40cm over 2-3 days in a blizzard. In order to profitably operate, Manitoba companies take on many properties to cover overhead and keep staff employed through the winter. Poorly managed companies will stretch resources far too thin with the result being poor service with long wait times.

It wouldn't be uncommon to hear complaints. A condo board may switch contractors every year looking for better service to no avail. So what is the secret to ensure your expectations are met or exceeded? Know your contractor - ask for equipment lists, staffing lists and references. If at all possible, work on a contract basis. Customers who pay to have a contractor on call are always going to get better service. You allow the contractor to pay staff salary and have equipment ready to go to serve you on a moment's notice. Hourly pay is feast or famine and you can be assured companies who have a heavy on-call portfolio will surely be stretched during blizzard periods when you need them the most.

Communication, preparation and trust are the three most important factors in a successful, long-term relationship with your contractor. We are always working toward multi-year contracts. If everyone is happy, there is no need to change contractors. This allows your contractor to get to know the property, how the snow blows through, where to pile, where hidden curbs are. Better yet, after years of service, eventually many of their staff are familiar with the property too. Dispatch can inform the new operator that beside stall 213, Mr. Jones unloads his groceries; he has mobility issues and is very vocal about the level of cleanliness. This removes complaints from residents and reduces workload for on and off site managers. As we get to know our customers and their expectations, we can prepare ahead of time to make sure minimal concerns arise.

## HERE ARE TWO VERSIONS OF A STORY ON PARKING LOT SANDING:

- 1) At 10 p.m. on a Thursday night we have our manager out in his truck touring properties checking their conditions. He provides dispatch a list of properties, which require sanding. At 2am, a sanding truck is dispatched with salt/sand mix. Properties that require sanding are all serviced by 8 a.m.



- 2) At 9 a.m. the dispatcher contacts a property manager (sanding upon request) and informs them of slippery conditions at their property. They decline the service. The sanding operator finishes his shift and clocks out. At noon, the same property manager calls and explains they've had a slip and fall reported. They need sanding immediately. The original operator has already completed his 12-hour shift and so another operator needs to be called in. By the time he or she starts the truck, loads with sand and gets to the property from the shop, 3 hours have elapsed. As a proprietor of a snow removal company for the past 15 years, this to me is a quintessential example of lack of trust in your snow removal professional, resulting in a bad resident experience.

The properties who allowed the contractor to sand on their experience as necessary were serviced by 8 a.m. and covered their liability in regards to slip and fall. The decision made by the other property has resulted in an accident and this property wasn't serviced until 3 p.m. This time can actually be exaggerated during a blizzard condition. Operators hit legal time limits for working hours very quickly. If this contractor needs to subcontract this, sand application, wait times could be as high as 6-10 hours.

Buy your tickets to the concert you want to attend. If lots of other people have said good things, you probably will too. Enjoy the beautiful snowfall, and if you do, I am sure you will be a long-time fan of your "Orchestra". 🍷

AS WRITTEN BY JAMES ROSS  
CEO J Ross Construction & Landscaping LTD






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## WINTER SLIP AND FALL PREVENTION MEASURES

**W**inter brings a unique set of challenges for retailers including a greater risk of slip and falls due to slippery conditions. If someone hurts him or herself inside or outside your premises, they can demand compensation, or even sue you. On the bright side, with some extra care, slip and fall incidents are largely preventable by paying careful attention to the following issues:

- **Wet Floors** - Increased efforts are necessary to control and minimize wet floors throughout the store, especially during winter months. Non-slip mats and/ or runners should be installed at entrances.
- **Snow and Ice Removal** - This is a key activity during winter months. Whether or not you use a snow removal contractor, it is important to prepare and document your efforts.
- **Floors and Mats** - These will need to be cleaned more frequently.
- **In-Store Surveillance Systems** - In the event of an incident, preserve the recording.
- **Applying Salt to Parking Lots and Walkways** - If the entire lot is not salted, then the area where pedestrian traffic is not restricted should be cordoned off.



- **Training Your Staff** - Your staff should immediately correct unsafe conditions and take appropriate actions when dealing with a potentially injured customer.
- **Site Inspections** - It is prudent to inspect the site and routinely document your actions to check for slippery areas and apply sand or sand/salt to reduce the likelihood of slips and falls.
- **Snow Clearing Equipment and Ice Melting Materials** - Make sure that snow clearing equipment and ice melting materials are readily available.

### USING A SNOW REMOVAL CONTRACTOR

It is a good strategy to use a collaborative approach when working with snow removal contractors as they may be named in a negligence claim. This will create a more consistent risk mitigation program and may help reduce claims costs.

We suggest performing an inspection of the premises before the winter and to preplan where excess snow accumulation will be stored. Areas of concern should be identified such as dripping fascia, leaking eaves troughs, and water pooling in low spots. Snow



storage areas need to have adequate drainage so that melt run off does not refreeze.

The snow removal contract should include recordkeeping requirements by the contractor and other provisions specific to your particular business needs.

### IF YOU DO NOT USE A CONTRACTOR

If you plan to do your own snow clearing, it is important that all surfaces be kept as clear as possible at all times. All snow removal activities including salting and sanding efforts should be documented for possible defense purposes in the event of a claim on your premises.

### RECORDKEEPING

Consistent documentation is important to manage the claims and/or discovery process. Snow logs should be maintained by the contractor and/or the site — documenting at a minimum, the date and time of day, description of the areas maintained, extent of work conducted, the person performing the work, temperature, weather conditions, materials, and quantities used. Use housekeeping logs to record inspections of the store. Maintain all records for as long as necessary to comply with your document retention policy.

### IF AN INCIDENT OCCURS

- The first priority is determining if the customer is injured and if medical attention is required. Do not try to move the person and do not treat them unless qualified to do so. Call an ambulance, if required, so that emergency services can assist the customer.
- You should not admit fault to the customer. Showing genuine concern for the customers well-being is often enough to prevent them from taking legal action.

*If you plan to do your own snow clearing, it is important that all surfaces be kept as clear as possible at all times.*

- Training your staff on the appropriate actions to take when dealing with a potentially injured customer will be helpful if you are not at the store.

- If video surveillance captures the incident, create a copy and store it in case it is needed in the future.

- Immediately complete an incident report recording as many details as possible.

A little extra vigilance during winter months will go a long way towards keeping slip and fall incidents in check.

For more information, please contact Pamela Pyke (204 982 6515) or Doug Ketler (204 982 6502) with Marsh Canada or visit [www.marsh.ca](http://www.marsh.ca).

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*\*\*You must be enrolled prior to attending a  
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10. Start preparing early
9. Keep it simple
8. Be realistic in your expectations
7. If you have too much to do, ask for help or delegate
6. Accept only the invitations you really want to accept
5. Try a new tradition, but keep it easy
4. Take some "me" time and practice self care
3. Practice gratitude
2. All things in moderation, including moderation
1. Have a peaceful holiday season

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