

# Snapshot



## A quick glance at what's happening with ACMO and the condominium industry.

### Safety and Security in Condominiums

As outlined in our joint statement on January 12, 2023, the Association of Condominium Managers of Ontario (ACMO), the Canadian Condominium Institute's (CCI) Toronto Chapter, and the Community Associations Institute (CAI) Canadian Chapter continue to work together to ensure that the condominium industry is better equipped to manage concerns relating to violence and/or mental health in communities.

We thank all interested candidates that responded to our call for volunteers. Based on the responses received, we have struck three committees:

1. Legislation Committee: To review appropriate opportunities for legislative reform to better protect personal safety in condominiums and educate government agencies about how best to minimize risk for condominium communities.
2. Resources Committee: To identify and promote appropriate resources relating to mental health and conflict de-escalation to support condominium corporations in the future. This may include better

educating other organizations about the unique challenges in condominiums. The committee may also identify missing resources that should be developed.

3. Policy Committee: To review and identify best practices and template policies which will improve governance and proactively support condominium corporations.

We are very pleased to welcome the following volunteer committee members to work on this important issue:

### Legislation Committee

*Jeronim Dyrnishi, Synapse Property Management Inc.*

*Antoni Casalnuovo, Elia Associates PC*

*John Resendes, Condominium Director*

*Chris Poland, Malvern Condominium Property Management*

*Jacqueline Miller, Condominium Director*

*Nancy Houle, Davidson Condo Law*

*Denise Lash, Lash Condo Law*

*Dean McCabe, Meritus Group*

*Deborah Howden, Shibley Righton*

*Bill Thompson, Condominium Director*



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## **Armand Conant, Shibley Righton LLP Resources Committee**

*Benjamin Tabesh, Condor Security Inc.*  
*Murray Johnson, Crossbridge Condominium Services Ltd.*  
*Shauna Grant, Reid Management*  
*Sandhya Patel, Condominium Director*  
*Harry Nielsen, Waters Edge Property Management Inc*  
*Joe Hill, Lionheart Property Management*  
*Simon DeSilva-Naimji, Delcondo*  
*Jennifer Ricci, ICC Property Management Ltd*  
*Joy Mathews, Rutherford and Mathews*

## **Policy Committee**

*Quintin Johnstone, Samsonshield Inc.*  
*Joel Dekter, Regal Security Inc.*  
*Roger Tickner, Tickner & Associates Inc.*  
*Aldo Carinci, iSource Solutions Inc.*  
*Lisa Robles, Condominium Director*  
*Mahmood Shabani, Online Property Management Inc*  
*Bradley Chaplick, Horlick Levitt Di Lella LLP*  
*Laura Lee, Duka Consulting*  
*Darya Molodyko, Delcondo*  
*Scott Hundey, MVP Properties*  
*Jason Reid, National Life Safety Group*  
*Alana Phelps, Crossbridge Condominium Services*

We are also seeking involvement from 211.ca and the Toronto Police Services, but do not have these members confirmed yet.

## **Bill 91, Less Red Tape, Stronger Economy Act, 2023**

On April 3, 2023, the government introduced the Bill 91, Less Red Tape, Stronger Economy Act, 2023. Among other things, the bill includes proposed amendments to the *Condominium Act, 1998* (Condo Act) to enhance flexibility for condominium corporations (condos) to implement certain virtual processes. If passed, the proposed changes would replace the temporary legislative framework for virtual processes, including virtual meetings, which was enacted in response to the COVID-19 pandemic and which expires on September 30, 2023.

If passed, the proposed changes would, unless the condo's governing documents specify otherwise:

- Enable condos to hold virtual or hybrid meetings, and to conduct voting (e.g., for elections) virtually or in hybrid form.
- Better facilitate the sending of notices or other documents by electronic means.

You can find the proposed changes, as well additional information about the Bill

91, Less Red Tape, Stronger Economy Act, 2023, at [www.ola.org/en/legislative-business/bills/parliament-43/session-1/bill-91](http://www.ola.org/en/legislative-business/bills/parliament-43/session-1/bill-91).

## **ACMO AGM and New Board of Directors.**

On May 3, 2023, ACMO held its Annual General Meeting. The membership was well represented, with 93 individuals, 77 of whom were voting members, participating in the video conference and 235 members participating via proxy for a total of 312 members, far exceeding the requirements for meeting quorum.

There were five open positions on the board of directors to be filled through an election process. All nominees had the opportunity to introduce themselves and give a 2-minute presentation on how ACMO can remain viable and relevant to the members in light of the challenges facing the industry. Attendees voted for their choice through electronic means and quickly learned the results within a few minutes.

The following members were elected to ACMO's Board of Directors at the Annual General Meeting on Wednesday, May 3, 2023:

- *Juliet Atha, RCM*
- *Val Khomenko, RCM*



## **ACMO 2000 CERTIFICATION PROGRAM**

ACMO 2000 certifications are awarded to condominium management companies that have successfully completed the certification process as well as the required compliance audits.

The mission of the ACMO 2000 Certification Program is to equip condominium management firms with standards to provide a higher level of service and integrity by:

- developing a series of core operational standards and procedures;
- certifying those firms who meet the standards;
- providing a structure for ongoing measurement of the firm's performance; and
- promoting the benefits of ACMO 2000 Certification to the broader condominium community.

Companies Passing the ACMO 2000 Compliance Audit

As of March, 2023

**Meritus Group Management Inc.**  
**Percel Inc.**



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- Craig McMillan, RCM
- Eric Plant, RCM
- John Recker, RCM

These directors join the following board members currently serving their 3-year term:

- Courtney Cartmill, RCM
- Mark Daye, RCM
- Katherine Gow, RCM
- Ashlee Henry, RCM
- Melissa Kirkaldie, RCM
- Catherine Murdoch, RCM
- Van Smith, RCM
- Sean Wilde, RCM

Thank you to all the enthusiastic and talented RCMs who accepted nominations to the board and participated in the nomination process.

The ACMO Board of Directors wishes to extend thanks and appreciation to Laure Lee, RCM and Daniel Perez-Arteaga, RCM, who finished their terms of service with the ACMO board.

### Welcome New ACMO Members

ACMO extends a warm welcome to our newest members who have chosen to elevate their careers or business by joining our professional community. We look forward to a mutually prosperous relationship.

#### Individual Members

Monie Alahdab	Kelment
Vicky Amos	Lleshanaku
Riddhi Bhut	Stacey Malcolm
Elona Braushi	Florin Marculescu
Brittney Cassis	Yvonne Martin
Jessica Chow	Alon Meyer
Paolo De Leo	Julia Newbury
Racquel Di Fazio	Stephanie Piercey
Tania Faria	Caroline
Nicole Kreutzberg	Vandenberg

#### Corporate Members

Summa Property Management

#### Associate Members

Advance Security Services Co.  
Atlas Group Corp.  
Blue Diamond Pools & Landscaping  
Building Design Solutions Ltd.  
Chirco Bros. Paving Inc.  
City Wide Facility Solutions Toronto West  
Corporate Protection & Investigative Services  
Flexpost Inc. Canada  
GTA Restoration Corp.  
Interserv Safety Solutions Inc.  
J. McBride & Sons Ltd.

Palladium Energy Group  
Panopticon Solutions  
Pivot Security Services  
Skylon Construction Corp.  
Smart Cleaning Ltd.  
Splendid Group Enterprises Inc.  
TeneraPro  
Thermokill Inc.  
True Services Inc.

### Congratulations New RCMs

ACMO wishes to recognize those members who recently achieved their RCM designation and have demonstrated a commitment to professionalism and a higher standard of condominium management. Congratulations!

Irfan Ali, RCM  
Sophy Lee, RCM  
Yanjun Luo, RCM  
Yadunath Mattai, RCM  
Eleanor (Bing Shu) Shi, RCM

### New ACMO Certificate Course A Hit!

On March 29th, 105 individuals gathered online to participate in the latest ACMO Certificate Program offering on the topic of Advanced Communication & Conflict Management. The highly interactive course was developed and delivered on behalf of ACMO by Marc Bhalla, a lawyer and Chartered Mediator and Adjudicator who has been working in the condominium space for more than 20 years.

Participants learned a variety of practical skills and techniques to address conflict, including how to establish healthy boundaries, effective communication tips, develop active listening skills, recognize personal bias, and develop de-escalation techniques for individual interactions and board and owner meetings.

The course was well received, with participants rating their overall satisfaction as 9.2 out of 10. Advanced Communication & Conflict Management is a mandatory course under the new RCM requirements, so it will likely be repeated in the fall for the benefit of those who were unable to attend.

The following condominium managers successfully obtained their Advanced Communication and Conflict Management Certificate:

Howard Abbey	Faith Lafosse-Marsh
Babajide Paul Adigun	Sheila L. Lafrance
Monie Alahdab	Eduart Lako
Rita Amato	Ginger Lebrun
Joseph A. Annan	Laura Lee
Babak Ardalan	Selena Livingstone
Bishnu Aryal	Sheila Macdonald
Juliet Atha	Stacey Malcolm
John Balog	Donna Marinacci
Gentian Bane	Tia Marttala
Cassandre Beacock	Yadunath Mattai
Michael Bouchard	Jamie Mearthur
Gerald Bourdeau	Denise Mcasey
Lissa Breault	Keren McDonald
Jonathan Bull	Sokol Meta
Anne Burgoon	Ermelindo Mici
Bryan Burleigh	Melissa Minor
Danielle Casha	Darya Molodyko
Fidel Cassar	Kelly Mota
Gezim Cela	Yasmeen
Nancey Charron	Nurmohamed
Richard Chen	Adina Oita
Henry Kwok Leung Cheung	Ganna Oreshyna
Cynthia L. Chung	Kaveh Oskoui
Evan Clinansmith	Evelyn Y M Pai
Carrie Cowton	George Prifti
Julie Crow	Olha Pulnyeva
Paolo De Leo	David Rampino
Josee Deslongchamps	Rocco Rampino
Erika Elbert	Muhammad
Michael Feherty	Shujaat Randhawa
Paulette Forsythe	Maria Rasile
Pamela Fowler	Adriana Ravar
Marcello Galeota	John Christopher Recker
Josie Gallucci	William G. Robinson
Cristina Gambino	Michael Royston
Rob Gillooly	Karen Rubin
Katherine Gow	Sylvia Schinker
Taulant Gramshi	Shelley Seaby
Catherine Greig	Gowri Shakthi
Roopali Gulati	Trevor Sone
Sara Hicks	Adelina Sottile
Katsiaryna Hopka	Jie (Sandy) Sun
Wayne Howell	Harkanwal S. Thind
Scott C. Hundey	Ambrose Thompson
Olesya Islamova	Laurent Trembley
Maria Janjicek	Artan Tushe
Jennifer Johnston	Eli Ushamirsky
Beverly Jolicoeur	Christopher Verkuyt
Michelle Joy	Daniel Webb
Mark Jules	Lisa Wilson
Jennifer Kelley	Cristal Zak
Sheila Krivsky	