

The Year That Was

Reflecting on ACMO's 42nd year of operation, the year was noteworthy for the many challenges and changes the industry presented, but more so for the achievements of our small but dedicated team of staff and volunteers.



Continuing in our role as the condominium management licensing educator, we saw growth in the number of people taking ACMO courses. A total of 1,947 individuals enrolled in college courses, with 68% taking online courses through OntarioLearn and 32% taking in-class courses at George Brown, Conestoga and Humber. A total of 333 individuals completed in-house courses through their ACMO 2000 Certified property management company. Of course, robust course enrollments are critical to address the ongoing shortage of condominium managers.

Also, on the education front, ACMO's Director of Education, Janice Schenk, and several ACMO RCMs participated in the CMRAO Subject Matter Expert panel to help develop the Competency Framework for licensed managers. The new framework will drive future education requirements and help raise the standard of condominium management in Ontario.

Interest in the RCM designation remains strong, with 60 people writing their RCM exam and 33 new RCMs being welcomed into our professional community, bringing the total number of RCM designates to 912. It's encouraging that many managers understand the value of upgrading their general licence to distinguish themselves with the industry's leading professional designation.

Unsurprisingly, the year was marked by many legislative and regulatory changes and proposals, which means ACMO

was busy advocating on behalf of our members by providing access to our experts and expertise. In addition, ACMO participated in a variety of consultations with the Ministry of Government and Consumer Services, the Office of the Auditor General and the CMRAO to help bring about positive change in condominium management.

From a marketing and communications perspective, staff were busy keeping our publics educated and informed through weekly e-newsletters, four issues of *CM Magazine*, the trades directory, and a variety of industry bulletins. Our online community continues to grow, with Facebook followers increasing 31%, Twitter rising 12%, and LinkedIn followers jumping 50%. We also averaged 3,141 monthly users of our website, which received an overhaul to improve its design and navigation and to add educational content.

Interest in our events continues to grow with 14 events held across the province, reaching Burlington, Barrie, Kitchener, Ottawa, Kingston and the GTA. All were well attended, with some sold out, including our ACMO Awards event, golf tournament and several luncheons. Once again, the Condo Conference in October was a big success attracting 1,278 registrants, 218 exhibitors and strong support from 34 sponsors.

To ensure ACMO delivers on the future needs of our members, we closed out the year by initiating a formalized strategic planning process. This spring, we'll share our vision and plans with the membership, so stay tuned.

In summary, the year that was, was successful, largely due to the continued support and engagement of ACMO's community of more than 1,840 condominium management professionals. We thank you!



Paul B. MacDonald
Executive Director