



Mohammad Sheeraz Pathan, RCM

Larlyn Property Management Ltd.
Year entered the profession: 2012
Year RCM obtained: 2015

Other education: B.Comm

Mentor(s) in the industry: Mr. Khalid Ahmed

What path brought you to a career as a condominium manager? How has your membership in ACMO helped you in your career? I was originally working in an automotive industry when we were hit with the recession in 2009. I was forced to make a change in career and that is when my wife's uncle advised me to join the condominium management industry. After the very first course I attended at the Humber College, I realized that it's for me. My RCM designation has helped me to get jobs as most employers prefer to hire a candidate with their RCM.

What is one must-have skill for a condominium manager? Why? Listening. If you have an ability to listen to someone with full attention, with calmness, it gives that person the impression that someone cares, you are professional, and it makes them feel that you are trustworthy and care about their issues.

Tell us about a personal success story on the job. I have been a successful property manager only when I developed listening skills and other great skills like how to juggle various things at the same time.

There are many success stories but one of them recently happened when

one of the condominiums was not able to have an AGM for the past two years due to no one showing up at the meeting. I introduced to them an electronic way of getting proxies. We had achieved quorum

Favourite part – It's challenging.

Best business advice you ever received. Just listen when someone is venting. Trust me, it's not personal.

Answer this statement – I am an

After the very first course I attended at the Humber College, I realized that it's for me. My RCM designation has helped me to get jobs as most employers prefer to hire a candidate with their RCM.

one week before the AGM. The board was impressed and the meeting was successful. Those homeowners who show up at the meeting every year had a chance to ask questions since we achieved quorum to conduct the meeting.

What's your biggest challenge as a manager? What's your favourite part of the job? My biggest challenge is when you have a commando board that has no clue how the industry works and they have little to no knowledge about condominiums.

RCM because ... I want to climb up the stair.

Where do you see yourself in five years? Regional Manager or owning my own property management company.

What recent project that you completed can we highlight? I completed an LED retrofit for the entire complex. Water sub-metering was also very challenging and required lots of pre-work but I completed this successfully without any issues. ■

DEDICATED

LOCAL

PROFESSIONAL

RESERVE FUND STUDIES

PERFORMANCE AUDITS

PROJECT MANAGEMENT

1.888.940.0571

For the Life of Your Community™

LET CRITERIUM - JANSEN ENGINEERS®
BE YOUR ENGINEER BECAUSE ...

YOUR COMMUNITY IS OUR COMMUNITY.

CRITERIUM®
JANSEN ENGINEERS

www.criterium-jansen.com



Canadian
Condominium
Institute

cci

Institut
canadien des
condominiums

your condo connection



Celebrating 35 years as the only
National, Non-Profit Organization
in Canada that represents
the entire Condo Community.

With 17 chapters across the country, we are in your area!

Website: www.cci.ca

Tel: (416) 491-6216 | 1-866-491-6216

Email: info@cci.ca



Genta McVeigh, RCM

Crossbridge Condominium Services Ltd.

Year entered the profession: 2015

Year RCM obtained: 2018

Other education: Business Management

Mentor(s) in the industry: I have had the privilege to start my career and continue my career growth with two of the most reputable companies in the condo industry. But most importantly to work with people in the industry that have impacted and shaped my career.

The first person that comes to my mind is Devis Cekani, RCM, Regional Manager with Crossbridge Condominium Services. He made a real difference in my career with his distinguished professionalism, guidance, incredible encouragement and constant support.

What path brought you to a career as a condominium manager? How has your membership in ACMO helped you in your career? I fell into the industry by accident. My husband and I bought a condominium, and at the time I was looking for a career change. We both got actively involved with the board in an effort to improve our community. Through this process I got to know managers in the industry who easily persuaded me that this could be the career change I was looking for. Within months I found myself in the ACMO Condominium Law class at Humber College.

Being an ACMO member, attending the ACMO courses, the numerous educational sessions and ACMO social events, helped me expand my network and build my career.

What is one must-have skill for a condominium manager? Why?

Definitely the ability to multitask and prioritize are necessary. But the ability to communicate and work with others is the most important skill set that a manager can possess.

What's your biggest challenge as a manager? What's your favourite part of the job?

My favourite part of this job is that there's never a dull moment. That being said it can be challenging sometimes to balance family time with the obligations that come with the job.

Being an ACMO member, attending the ACMO courses, the numerous educational sessions and ACMO social events, helped me expand my network and build my career.

Tell us about a personal success story on the job.

That was my first position as a condominium manager. The company I worked for at the time had acquired a condominium with financial, maintenance and administration issues. During the first four months, I successfully navigated through two requisition meetings back to back, a special assessment, AGM and budget preparation. We turned a large deficit into an outstanding surplus position, and, in the process, gained the support of owners and the board. It was a trial by fire, but by far the best experience I could have ever had.

Best business advice you ever received. I was taught 18 years ago that "for every problem there are at least two solutions."

Answer this statement – I am an RCM because ... I want to represent knowledge, professionalism and integrity with the boards I serve, condominium owners and my peers within the industry.

Where do you see yourself in five years? I'd like to be a regional manager and earn the respect of a team the same way I gained appreciation for the regional managers I had the opportunity to work with. ■