



SPOTLIGHT

Shining a light on an ACMO 2000 Certified Management Firm Choosing to Offer a Higher Standard of Service to Elevate Their Business

Royale Grande has been a proud member of ACMO (Association of Condominium Managers of Ontario) since 2007. We achieved ACMO 2000 Certification in September 2008, just a year and a half after inception.



Michael Kalisperas

Royale Grande decided to become an ACMO 2000 Certified company because we knew the value of the program and that it would benefit all our stakeholders – our residents, boards, suppliers, and team members. In addition, it would result in a competitive advantage.

As an ACMO 2000 Certified company, we developed systems based on the ACMO 2000 Manual standards. Every three years, an independent third-party auditor confirms that we continue to meet the requirements developed during the initial certification audit. We successfully completed our compliance audit in April 2021.

The ACMO 2000 Manual identifies Key Operational Components, which include Management Responsibility, Board Relations, Purchasing and Supplier Relations, Accounting, Administration and Insurance, Human Resources, Field Operations, and Measurement and Improvement. It is intended that these components reflect the key functions of a condominium management company. Our case has resulted in Royale Grande being a top place to work and delivering a higher standard of service to our communities.

For example, the human resources component has allowed us to attract and retain talent, particularly in a highly competitive environment where the number of licensed managers is in short supply. We would not be able to serve our communities without our team members.

As a certified company, we are required to comply with the ACMO Code of Corporate Ethics. We believe every company should have and abide by a Code of Ethics. It builds trust and credibility among all of our stakeholders.

The ACMO 2000 Certification is based on the following eight quality management principles – customer focus, leadership, involvement of people, process approach, systems approach to management, continual improvement, management by facts, supplier relationships, and management agreement termination. We recognized early on the many benefits of adopting a quality management system. For us, it was not enough to become an ACMO 2000 Certified company - quality management is ingrained in our culture.

Although the ACMO 2000 Certification is voluntary, we felt that it was mandatory for our company if we wanted to be the preeminent condominium management company committed to building vibrant and engaged condominium communities for a more inspired way of living. ■

Michael Kalisperas, RCM, OLCM, has been a property manager since 1990. In January 2007, he founded Royale Grande Property Management Ltd. after selling his interest in his previous management company. Since Royale Grande's inception, our portfolio has grown strategically to allow delivery of exceptional and personalized service to our communities, which consists of condominiums in the Toronto area and the outskirts of the GTA - Aurora, Mississauga, Markham, and Richmond Hill.
royalegrande.com