

# The Defining Moment

Since its launch in 1999, the ACMO 2000 Certification program has become the recognized standard to measure condominium management companies for their commitment to follow and adhere to a strict set of service standards – not found anywhere else in the condominium industry. Management companies that complete ACMO 2000 Certification have demonstrated a dedication to high quality customer service and to continual checks and balances in the form of ongoing performance measurement. We asked a newly awarded ACMO 2000 CEO to explain the reasons for his choice to pursue ACMO 2000 Certification. Here are his thoughts.

From concept to creation, building Lionheart Property Management has been more than setting up just another management company; it's been about building a brand that promises to deliver awareness, quality and establishing long-lasting relationships amongst our communities. What better way to take the passion of our core values and put it into practice than through our ACMO 2000 Certification? We felt it was important to obtain the ACMO 2000 Certification for a number of reasons.



## What Was Our Motivation to Achieve ACMO 2000 Certification?

**1. One of a few** – Being one of only a few certified companies in the London

and surrounding area, it was important to us to be highly regarded in the industry. As our organization expands into other geographical areas, it will be just as important to maintain this awareness. Our clientele will have come to expect this.

**2. Define and understand our business through processes and objectives** – It's important that you define your processes, and understand the intricate details of not only what your business stands for, but what your customers, suppliers and the industry expects. This is measured through setting objectives, measuring results and controlling your processes for greater efficiency.

**3. Meet customer expectations** – With the changes in the Condo Act on the horizon, management companies will need to be held to a higher standard with manager licensing and education.

Our clientele will look to satisfy their mandate by seeking companies that already strive to provide a higher standard in the industry. It's the step above that our customers deserve.

**4. Standard of quality** – Having a certification of this magnitude and the strength of a powerful organization such as ACMO behind us, it puts us in a different and select category amongst our peers.

**5. Improved efficiency** – creating and having defined processes bring greater efficiencies and consistencies within the organization. No process is perfect, however it provides a benchmark for defining, tweaking for improvement and delivering exceptional but consistent experiences.

**6. Increase customer satisfaction** – Having defined processes in place will

not only help you meet your customers' expectations, you'll be able to deliver an experience above the baseline. We've received referrals from our existing clients, suppliers and our peers, and these, to us, are the highest form of compliment.

**7. Develop a professional environment** – Setting defined processes will create a more professional environment where employees have benchmarks and will overall create better morale. Consistently setting employee targets and objectives will give employees a desire to contribute and measure success. Regular one-on-one management and employee sessions allow the reflection of their contribution to the overall objectives and how they've contributed to the company's core values.

**8. Focused management and employees** – With established processes, the objectives and the measurement tools in place, the team is allowed to focus on what's important. It's not a perfect science and sometimes it's easy to become distracted

from the overall objective when situations occur. Having ACMO 2000 Certification helps keep you on track, through the mandatory external audit process. The audit provides objective feedback on process deviation from the quality standards and keeps the company focused on the goals.

**9. Expand our business** – Building our business over the last few years from ground zero to where we're at today has been a tremendous accomplishment. Forming a team that shares the vision is of the utmost importance in continued success. Lionheart's main office is in London Ontario but services the Southwestern Ontario, and Greater Toronto Area and continues to expand. Centralizing administration in London provides a consistent and more efficient experience.

### What Was Our Experience?

From the moment we became an ACMO Corporate member, we had three years to prepare for the audit to obtain our ACMO 2000 Certification. At a glance, this timeline seemed a bit

excessive; however, from the initial creation of policies, procedures and processes to implementation and measurement tracking and refining, three years turned out to be the perfect timeline. From the onset, it seemed a bit overwhelming, but when you break it down by looking at the motivation for doing so and the expected outcome, you realize it won't take long to benefit from the efficiency gains and the overall way you do business. Breaking the ACMO 2000 manual down section by section allowed us to focus on creation of thorough processes. As ACMO continues to enhance the Ontario condominium manager profession and create awareness, all participants within the community will benefit in the short and long term.

Hands down...the certification process is definitely worth it! ■

**Shane Haskell**, RCM is CEO and president of Lionheart Property Management, an ACMO 2000 certified company with headquarters in London, Ontario. [www.lionheartpm.ca](http://www.lionheartpm.ca)

## ACMO 2000

# Condominium Management Standards Council

Report as of February 28, 2017

In 2013, we began including updates on ACMO 2000 certifications awarded to companies that have successfully completed the certification process as well as the required compliance audits.

The Condominium Management Standards Council administers the ACMO 2000 program. Its members include Hitesh Doshi, interim chair and members Chris Antipas RCM, ACCI, Stephen Chesney CA, Stephanie Cox, RCM, Ernie Nyitrai and Saul York. The independent auditor of the ACMO 2000 program is BSI Management Systems Canada Inc.

### ACMO 2000 Continued Certification

Arthex Property Management  
ICC Property Management Ltd.