



Q&A

with Lyndsey McNally, RCM

ACMO's Manager of the Year award is presented to a Registered Condominium Manager (RCM) who has demonstrated an extraordinary commitment and dedication to professional condominium management. This year's recipient is Lyndsey McNally, RCM, Team Leader at Malvern Condominium Property Management. We asked Lyndsey what receiving this award means and what insight she has for new and future RCMs.

Q: Lyndsey, congratulations on being awarded Manager of the Year. In addition to nominations from within the industry, you received nominations from two condominium corporations. What does this award mean to you?

A: I'm so flattered to have received multiple nominations! It's always my goal working with condominium communities and in contributing within the industry to make meaningful contributions. This award validates that the hard work I put forward is recognized and proves that through hard work and dedication we can provide meaningful input and create better communities.

Q: Under new legislation, condominium managers are now required to have a licence. How valuable do you think the RCM designation will continue to be?

A: The RCM designation has always shown an individual's commitment to the condominium management field. Licensing does not change that, but given that licence requirements are similar to that of an RCM it makes it more important for RCMs to work hard to set themselves apart in the industry. It is my hope that ACMO will continue to work to promote the RCM brand, and to provide additional opportunities for education and to elevate the reputation of ACMO and RCMs.

Q: You received your RCM 10 years ago. What changes have you seen since you were an up-and-coming RCM?

A: The RCM designation has greatly increased in popularity. More and more managers have worked hard to achieve the designation. This shows me that my RCM is even more valuable than when I first received it.

The condominium industry has changed significantly. Not just with legislative updates, but also with advancing technology, new standards for communication and physical building management exist. It is very important to continue to stay updated on



We are a Professional Mechanical and Electrical Engineering Firm, providing high quality and time-honored solutions to your condo.

- Trusted Engineers for your building Plumbing, Heating & Cooling Plants
- Energy Consulting, Design, Tender, Contract Management
- Solar, Co-Gen, EV Charging Stations, HVAC, Fan Coil Retrofit Design

For more information,
please contact:

Adrian Abramovic, P.Eng. LEED AP

288-294-0888

416-478-7234

info@trinityeng.ca

www.trinityeng.ca

11,135 North Denison Road W.
Oakville, ON L6M 9C1





SimpsonWigle
LAW LLP

OUR BUSINESS IS CONDOMINIUM

Over thirty years of helping our clients with all aspects of condominium law including:

- Advising Boards of Directors
 - Development
- Construction Claims
- Project Financing
 - Litigation
- Arbitration and Mediation
- Employment

OUR CONDOMINIUM LAWYERS

Maria Durdan, ACCI
John M. Wigle
Timothy Bullock
Derek A. Schmuck
B. Chris Langlotz
Erik Savas
Aaron Stone
Miesko Chuchla
Curtis Tomlinson

www.simpsonwigle.com



Hamilton Office 1 Hunter St. E., Suite #200, Hamilton, ON, L8N 3W1 | Phone: (905) 528-8411 • Fax: (905) 528-9008

Burlington Office 390 Brant Street, Suite #501 | Burlington, Ontario L7R 4J4 | Tel: (905) 639-1052 • Fax: (905) 333-3960

Greater Toronto • Golden Horseshoe • Kitchener-Waterloo • Niagara



*Condominium
Management
with Experience
and Integrity*



PROFESSIONALLY MANAGING:
Condominiums
Office & Retail Buildings



16 Four Seasons Place, Suite 206
Toronto, Ontario M9B 6E5
(416) 642-2807 • (416) 642-2810-fax
1-800-999-7419 • www.wilsonblanchard.com

BEST

BEST Consultants Martin Gerskup Architect Inc.

Audits • Investigations • Repairs • Reserve Funds

Balconies • Decks • Garages • Roofs • Walls • Windows
Energy Audits • Paving • Structures • Terraces

Serving Condominium Corporations with quality and care since 1992.

BEST Consultants specializes in Audits, Reserve Funds, and the repair and maintenance of condominium buildings.

BEST Consultants has offices in the GTA and Vancouver. Visit www.bestconsultants.ca for more information.

for more information, please contact:

Martin Gerskup, OAA, MAIBC, MRAIC
Principal

Phone: 416-428-2378
Mobile: 416-407-6466
Email: mgerskup@bestconsultants.ca
Website: www.bestconsultants.ca

"We are the Building Envelope Experts"



Professional Engineers
Ontario



NEVER have to WATERPROOF AGAIN!!



**Mastic Membrane
Repair Now Available!**



Crack Injection



**Concrete Waterproofing
using Crystalline Technology**

V-CAL



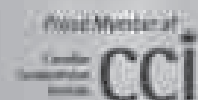
Call 416-804-1624

to talk about your
foundation structure
issues and how
we can help.

FOUNDATION CRACK REPAIR

www.foundationcrackrepairs.ca

FREE Waterproofing Inspection of Parking Structures





Lyndsey McNallay, RCM receiving her Manager of the Year award from Richard Pearlstein, RCM, Robert Weinberg, RCM and speaker Mike Lipkin.

these advancements in order to ensure you possess the necessary skills to keep communities moving forward.

Q: In your experience, is there any one specific quality that helps make an exceptional RCM?

A: The most important quality for an RCM is communication skills! A manager's main role is to collect information, communicate it to their board, and in turn provide information to owners and residents about the board's directions. Without exceptional communication skills, boards may not receive the leadership and information they require to make decisions, and owners will not accurately understand what is happening in their communities.

Q: When you are presented with challenges on the job, how do you approach these types of situations or people?

A: Challenges in this role are so variable that each requires its own approach and set of solutions. The first thing you need to do is take a moment to calmly understand the scope of the challenge. Consider your desired result, and work backwards through the steps needed to achieve it. Communicating the required steps with all involved helps to make sure that everyone understands what to expect, and helps them to be a part of the solution.

Q: Tell CM readers about your current work on ACMO's new resource guides.

A: I was really excited to be selected to be part of this project. I enjoy writing, and jumped at the opportunity to submit a bid to participate. It was a pleasure to have met and worked with new people – Tracey Gunn and Joy Mathews were excellent to work with, and the editor ACMO selected,

Beth McAuley, was such an amazing teacher and resource. Beth really helped us to understand how to create resource guides without having so much stress about perfect writing on the first draft. I hope that other ACMO members benefit from the Finance and Ethics guides and enjoy making use of them as much as I enjoyed working to write them.

Q: Talk a bit about leadership. How can new RCMs demonstrate leadership skills?

A: In my mind, a big part of successful leadership is about enthusiasm and commitment. If you can be genuinely enthusiastic about the success of your team, your community, and your projects then it is easy to be committed and show that commitment through leadership.

It's also very helpful to clearly communicate expectations. Not just your expectations of your team, but their expectations of you. No one can read minds, so if you take time to talk about what you need, everything will run more successfully!

Q: Manager of the Year is awarded for commitment and dedication. How can new and future RCMs contribute to ACMO and to the industry?

A: Every individual has their own set of strengths, and therefore, their own way of making a contribution to ACMO and the industry. The key is to be self-aware – knowing what your skills are and what time you can commit to making contributions. New RCMs should take the time to make sure they really understand their roles, find their strengths, and then dedicate themselves to something specific. It's incredible when you focus your energy what you can accomplish! ■

LIST OF ADVERTISERS

ACMO Members:

ACMO	40,48, IBC
ACMO/CCI	56
Best Consultants Inc.	68
Brady & Seidner Associates Ltd.	42
Brock Doors & Windows.....	4
Brown & Beattie Ltd.....	34
Build Max Limited.....	20
Building Sciences Inc.	50
Certified Building Systems	52
Cion Coulter Building Consultants Ltd.	8
Comfort Property Management Inc.	10
Criterium-Jansen Engineers	47
Crossbridge Condominium Services	16
Custom Door & Lock Service	42
Davidson Houle Allen LLP	57
Elite Residential Concierge	53
ENCO Caulking & Maintenance.....	28
First General Services.....	46
Gardiner Miller Arnold LLP	OBC
Gelderman Landscaping Ltd.....	10
George Brown College	56
Goldview Property Management Ltd.	46
Horlick Levitt Di Lella LLP	24
Humber College.....	58
Ingerv Group Ltd.	12
JTB Management Group Inc.	24
Maple Ridge Community Management Ltd.	20
McIntosh Perry.....	41
Mohawk College	58
Momentum Engineering Management Inc.	65
Morrison Financial Services Limited	35
New Water Plumbing Inc.....	34
Priority Submetering Solutions Inc.	44
Read Jones Christoffersen Ltd.	29
Rikos Ltd.	48
Sanico Pumping and Flushing Inc.	25
Seneca College.....	28
Shibley Righton LLP	34
SimpsonWigle, Law LLP.....	68
Smith Valeriot	54
Spectrum Building Services Inc.	42
Tri-Can Contract Inc	46
Trinity Engineering.....	67
Urban Garden.....	24
VCAL Enterprise Inc.	68
Wall-Tech Restoration Inc.....	63
Weinstein, Taylor and Associates	13
Whiterose Janitorial Services Ltd.	IFC
Wild Construction Management Ltd.....	24
Wilson, Blanchard Management Inc.	68
WSP Canada Inc.	16
Yardi.....	6