



## Elaine Waller, RCM

DEL Property Management  
Year entered the profession: 2003  
Year RCM obtained: 2005

**Other Education:** Marketing Administration and Human Resources

**Mentor in the industry:** Barb Grier who was my accounting support when I first started out. She showed so much kindness and patience as I was learning the industry. She took the time to explain the whys, hows and whos. How you perform and succeed in your career is not just what you do and know, it is also how the people in your team treat one another and support one another. If it wasn't for Barb's help, kindness and perspective, I do not think I would have lasted my first year. I hope to always remember the patience she had given me and to pass it forward.

**Under a newly proposed Act, licensing for condominium managers will soon be a reality. How will a licence benefit your career as a condo**

**manager? What impact might this have for condo managers in Ontario?** I feel licensing will elevate the level of professionalism in the industry, especially those that have and keep their RCM.

The required licence will protect the communities, residents and their homes, but managers with a licence and RCM designation will be the ones that are going above and beyond what is required to provide a higher level of service and knowledge. I have always been proud of my designation, but many people outside the industry do not know its importance and significance. Buildings are fortunate to have an RCM managing them as they are the best in their industry. Licensing is something more recognizable but managers with a licence and RCM, well they will be the best of the best.

**This year ACMO is celebrating its 40th anniversary. What does ACMO mean to you?** ACMO and their seminars/webinars have been a great resource for me throughout my career. It is the first place I go to for current and relevant information on how to handle everything from a management, contractor and/or legal perspective. I know the source is reliable and relevant to the time and local community.

**Tell us about a personal success story on the job.** I have been at my current site for over eight years. We have a wonderful team which includes the cleaners, superintendents, admin, security guards and of course board members. We have gone through everything together and their support and trust in me has made the past eight

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## Spotlight

Throughout my time at the site we have done work from the roof to P3 and almost everything in-between. During the garage repairs we put aside 20 visitor parking spots for the residents' vehicles as we progressively moved through the garage. Each week a new batch of cars would move from their spot to a new assigned visitors spot. With lots of communication and cooperation from residents, we were able to finish the project well within budget and ahead of schedule. Further, the residents never had to park their vehicle offsite or on the city street. To keep the garage clean, the corporation invested in a sweeper that the superintendents love to use and it keeps the garage clean throughout the year.



years challenging but well worth it. Being able to see the building change throughout the years, residents come

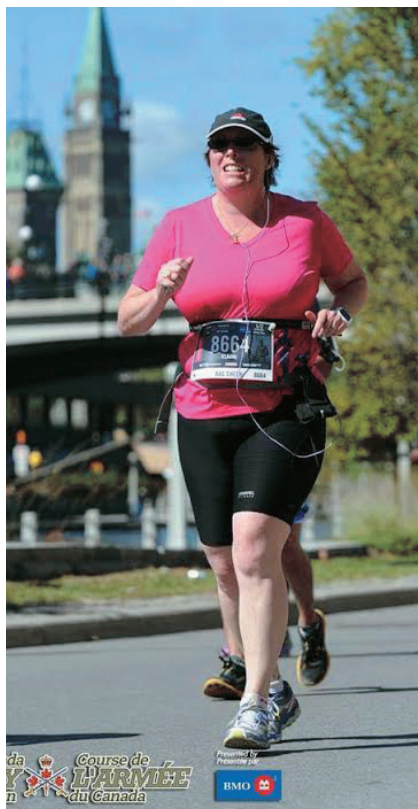
and go, fitting all the pieces of the complex puzzle together. I want the best for the boards, residents and their home and to have their support and trust has kept me here, trying my best all these years.

**What's your biggest challenge as a manager? What is your favourite part of the job?** My biggest challenge is not to take things personally. As a rules enforcer, sometimes people don't take it too well. It still shocks me when someone says I'm mean.

Being a manager can also be a little stressful, but I find running helps with the stress. This year I have already run over 400 km before it turned to May. I hope to do my first marathon this year; I think I will need it.

Every day is an adventure, I feel condominium managers have one of the most exciting careers and we have the best sense of humour. You need a sense of humour.

**Best business advice you ever received.** Send any letter that could evoke negative emotion on the Friday right before you leave the office. That will give the receiver the weekend to cool off. Hopefully they won't be waiting outside your office Monday morning to inform you that 'you're mean'.



Elaine finds that running helps her with job-related stresses. She'll be running in her first marathon this year.

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