



## Davorin Corak, RCM

Coldwell Banker Real Estate Management Leaders

Year entered the profession: 1990

Year RCM obtained: 2009

**Other education:** Technical School, Millwright Diploma, Police Sciences Diploma, Condominium Management and Administration Certificate

I am currently working towards a CPM designation.

**Mentor(s) in the industry:** There have been many people from the condominium industry that assisted me and inspired me throughout my career. However, the first condominium manager I reported to was George Lamrock. He was an RCM and life-time member of ACMO. He inspired, supported and advised me on how to achieve my goals. George unfortunately passed away a few years ago. I will always remember his support and his “style of management,” which I emulated and was able to use time and time again.

**What path brought you to a career as a condominium manager? How has your membership in ACMO helped you in your career?** I started this career path as a condominium security manager in a large complex in Mississauga. This allowed me to learn the basics about how condominiums function. Since I had a mechanical background, I was able to progress fairly quickly in the condominium industry. I joined ACMO as a Humber College Student in 2002. That assisted and encouraged me to further advance my career. It was a great network I was able to establish, and I learned the importance of the RCM designation.

**What is one must-have skill for a condo manager? Why?** In my view

the most important skills condominium managers must possess are “people skills” and diplomacy. Besides all the knowledge that is required in condominium management, these two skills are most important. If a manager cannot be diplomatic and communicate effectively, a career in condominium management will not be very successful.

**Tell us about a personal success story on the job.** In the past I took on many challenging properties that required a large effort to turn around. I used to stay at the property until everything was organized and systems were put in place so that the condominium could be run efficiently. Afterwards, I would move to another location to do the same.

**What’s your biggest challenge as a manager? What’s your favourite part of the job?** The work/life balance is the biggest challenge. My favourite part of the job is that every day is different and new challenges appear daily – out of nowhere.

**Best business advice you ever received.** Two best pieces of advice I was ever given were: do not take things personally, and treat others the way you wish to be treated.

**Answer this statement – I am an RCM because ...** The manager with the RCM designation is recognized as a knowledgeable professional that boards of many condominium corporations are looking for.

**Where do you see yourself in five years?** I am currently working as Regional Director for Coldwell Banker Real Estate Management Leaders.

The firm is an ACMO 2000 Certified Company. I report directly to Ermidio Alves who is the president of Coldwell Banker Real Estate Management Leaders, the first Coldwell Banker brand of property management franchises in Canada.

Mr. Alves is a Certified Commercial Investment Member, a Certified Property Manager, a Registered Condominium Manager, a Fellow of the Real Estate Institute of Canada, and a Professional Associate of the Canadian Condominium Institute.

In the next while, I plan to continue to work closely with our Marketing Manager, Pedro Coelho, Assistant Marketing Manager, Amanjot Baines and Comptroller Bonnie Hatcher to ensure steady but careful expansion of the business. We are expanding, but we want to ensure that our firm never loses sight of its core mission and that our existing customers are happy.

**What recent project that you completed can we highlight** Over the years I completed many successful projects such as underground garage repairs, roof replacements, garage ramp replacements, chiller/boiler/cooling tower replacements, corridor refurbishments, window replacements, lighting retrofits, irrigation system retrofits, etc. However, what brings me the most pleasure is the fact that I was able to mentor, assist and advise many administrators/assistant managers who progressed in the industry. It makes me proud to see them in senior positions and holding the RCM designation. ■