

Manager of the Year



Bes Kondi, RCM

I am honoured and thankful to have been chosen as the recipient of ACMO's Leader of the Year for 2021. This year has come with many challenges for RCMs, and members of our communities, as we continue to navigate these unprecedented times. Receiving the award has caused me to reflect on not only this year but what has led me to where I am today.

I stumbled into my career in condominium management mainly on the recommendation of people who knew me well. I had a background in general construction based on my family's business, plus I worked as a sales manager for over ten years. While these roles helped prepare me to be an RCM, there was still a prodigious amount that I needed to learn. I owe a tremendous debt of gratitude to many of my Del RCM colleagues, District Manager and District Accountant, who taught me the ropes and mentored me early on.

My philosophy lies in creating a local community atmosphere. I always encourage residents to feel very comfortable approaching me with any needs or issues they may have, which I try my best to satisfy. This creates a happy community, but it

also creates a high level of trust between myself and the residents. Building community relationships has helped make it easier to implement policies and changes during the volatility of the last two years.

Being an RCM is a career that I have become very passionate about as it constantly provides me with opportunities for growth and development. Every day can present a new challenge to overcome while learning something new in the trade. DEL Property Management has always fostered an atmosphere that encourages their property managers to innovate and strive to go above and beyond to achieve the best results for their clients and communities. I am grateful to have found a career that allows me to learn new ways to push myself while serving others.

Not only does this award reassure me that I have found a career that compliments my skills, but it also serves as a motivator that encourages me to continue to strive for excellence and to uphold the values and standards of ACMO. I look forward to the challenges and learning opportunities this New Year brings. ■