

FALL 2016

CondoChronicle

NEWSLETTER OF THE CCI NEWFOUNDLAND AND LABRADOR CHAPTER

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NEWS FROM THE NATIONAL SCENE

CANADIAN
CONDOMINIUM
INSTITUTE
NEWFOUNDLAND AND
LABRADOR CHAPTER

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MESSAGE FROM THE BOARD OF DIRECTORS

CCI NEWFOUNDLAND AND LABRADOR CHAPTER

Welcome to our Fall edition of *Condo Chronicle*.

We greatly appreciate all of you who have showed your support for CCI-NL over the past year with your continued membership, and in particular, to those of you have attended our Seminars and most recently, our very first CM100 course this past June. Please give us your input on any future Seminars you would like to see.

We look forward to seeing many of you at our upcoming AGM and Seminar on November 22. Details are outlined in this newsletter.

Congratulations to our *Feature Condo, Forest Hills Condominium Corporation*. We thank their Director, Marylou Leeman for contributing the article. Forest Hills is almost entirely investor owned, and contrary to public opinion, investors can be a great asset to a Corporation, as you will learn as you read this very interesting article.

Thank you to all of those who contributed articles and ads to this and past newsletters.

Carol Burke
President, CCI-NL
Email: carolburke@gmail.com

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FOREST HILLS CONDOMINIUM CORPORATION

91 LARKHALL STREET - ST. JOHN'S - NL

BY MARYLOU LEEMAN



Forest Hills is a 37-unit apartment building and was constructed in 1965, and then converted to a condominium complex in 2010. The building consists of 37 units; 35 2-bedroom, 1 3-bedroom, and 1 bachelor. Of the 37 units, 32 are investor owned. The investor units are primarily leased to persons either working or studying Post Graduate Programs at the University and the Hospital. Several investor units are owned by persons living outside St. John's with family members attending the University.

Larkhall Street is a quiet residential neighbourhood with many two apartment homes owned by investors leasing primarily to University students. Forest Hills is on the north side of Larkhall Street and is considerably above street level offering pleasant views of the treed area around Prince Phillip Drive. At the East end of Larkhall Street there is a pathway leading to the parking lot of the Hospital which makes this location very desirable for persons working and studying at the Health Science Complex.

Forest Hills is very attractive to persons attending MUN Medical School due to its close proximity to the University. The walk time to the Hospital from the building is 10 minutes, while the drive time when

including car parking is closer to 15 minutes. Approximately 60% of the tenants are associated with MUN and the Hospital.

The complex is in two separate buildings each with two floors. The units are accessed off three stairwells from the main corridor. It is a wood frame building with concrete block walls between each unit. The building has a common laundry room with coin operated washers and dryers. Most units are approximately 650 square feet with each unit having one exterior parking space.

The building had several large rooms off the main corridor and in 2014 the Board of Directors hired a contractor to build 24 storage cages. There are leased to persons living in the building. This has proven to be a revenue source as well as providing much needed storage to both owners and tenants.

All Board members are very active in the financial management of the building. The Condo Corporation is managed by Martek Morgan Finch. The day to day property management is handled by Commercial Property Services. A part time building manager is on site 20 hours each week and his duties include; minor maintenance, building cleaning, vacuuming, lawn maintenance and snow shoveling.



The biggest challenge to the Board has been to keep the operating costs and condo fees manageable for the 50-year-old building. In the second year of operation water was entering the roof of the lower building. It was determined the source of the problem was water penetrating through the brick front on the higher building. A major repair was required to the front of the higher building which included floors 3 & 4. A membrane was applied and the bricks on the front of the building were covered in vinyl to prevent water leakage. A special assessment was needed to have the work completed.

The Reserve Fund Study was completed in August 2013, which identified a deficiency of \$118,950. It was agreed to fund this deficiency over a 3-year period with 6 payments of \$535. We are very pleased to report that Forest Hills Reserve will be fully funded by the end of 2016.

Most condominium complexes find it very challenging to have a majority of units investor owned. At Forest Hills, investors are not a challenge for us but, on the contrary, they are an asset. Our entire Board of Directors are investors and we work very closely to run an efficient Corporation that is not only financially fit and well maintained, we also ensure our units are competitive in the local market whether they are for sale or for rent.

The Board of Directors not only focused on the building upkeep but we continually encourage the upkeep of individual units. As a result, over the recent past, all of the units have received modern upgrades. This will help Forest Hills keep pace with a very competitive rental and sales market.

Marylou Leeman, Director, Forest Hills Condominium Corporation ■

CANADIAN CONDOMINIUM STATISTICS

June 2016

The Canadian Condominium Institute leads the condominium industry by providing education, information, awareness and access to expertise by and for our members.

Coast to Coast... we are your condo connection!

Province	No. Corporations	No. Units
Alberta	8,000	440,000
British Columbia	30,000 ¹	1,000,000
Manitoba	1253	6,650
New Brunswick	259	4,519
Newfoundland & Labrador	148	4,042
Northwest Territories	58	1,468
Nova Scotia	381	13,359
Nunavut	18	241
Ontario	9,000	600,000
Prince Edward Island	54	802
Quebec	62,000 ²	450,000
Saskatchewan	1558	77,900
Yukon	237	4,740
TOTALS	112,966	2,603,721

¹ Stratas ² Syndicates

Statistics were compiled to the best of our ability from resources within each Province/Territory and number of units were estimated when unknown/unavailable.

We thank the many Gov't Land Titles and Land Registry Clerks and CCI Condominium Lawyers who helped in the compilation of these statistics.

CANADIAN CONDOMINIUM INSTITUTE - NATIONAL OFFICE

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EIGHT OBVIOUS SIGNS OF CONFLICT

BY BRENDA KELLEHER-FLIGHT



WHY ARE PEOPLE SO DIFFICULT?

Most of us want harmonious personal and business relationships. Unfortunately, conflict is a normal part of life. Whatever the cause, it is essential to note the factors which prohibit conflict resolution and the establishment of pleasant interactions. This article focuses on the eight most obvious signs that conflict is occurring: backbiting; cliques; inadequate methods to solve conflict; inconsistent behaviour patterns; lack of respect; role denial; sabotage; and unrealistic expectations.

BACKBITING

It is easy to talk about other owners and assume this is harmless. Unfortunately, backbiting can have far reaching effects. Listeners can assume what is being said is 100 percent accurate and use that information to judge that person's business dealings, likeability, and willingness to problem solve.

Often, this knowledge affects our non-verbal communication when we interact with the person being talked about.

CLIQUEES

In most areas of our lives, we either feel as if we belong or as if we really do not fit. The need to feel as if we belong is strong for almost everyone. Unfortunately, all too often, we are provided clues as to our status in every relationship—we are either part of the 'in' group or we are treated as outsiders, as the 'other.'

Feeling 'in' can keep our insecurities at bay and give us a sense of power. Being an outsider can leave us feeling threatened and alone. When a person feels as an outsider, he will take a stance which can be difficult to diffuse enable a peaceful resolution to any issue.

INADEQUATE METHODS TO SOLVE CONFLICT

Many associations/businesses do not have a specified method for problem solving. Conflict is seen as negative rather than something that is normal and requiring stated methods for resolution.

Some people believe that force or persistence to 'get one's way' is the only avenue to resolution. Other peo-

ple use their status or contacts, such as family members or friends who are lawyers to force your hand.

INCONSISTENT BEHAVIOUR PATTERNS

Toxicity in any environment occurs when people feel as if they do not know 'where they stand' with their business associates or with other members. On one day, a certain way of doing things or a particular initiative is acceptable. The day after, it is not. At one time, the way you handled something is complimented. However, the next time you proceed in the same manner you are criticized. Sometimes you feel included and other times you feel ignored.

Inconsistency is troubling. The rules and expectations are unclear. Therefore, in each interaction it is essential to ensure there which is an upfront verbal contract which clarifies the expectations and outcomes desired.

If you do your best and negativity is still occurring, understand that the environment/circumstances is toxic and requires intervention in order to restore a positive culture.

LACK OF RESPECT

Respect is a difficult term to quantify. Many people have different views of what respect means. Some of these include —

- I want to be treated as I treat others
- I want to be spoken to with an honorable positive tone of voice
- I want to be told to my face when there are issues with me
- I want to be included when discussions

- I want others to listen to me when I speak
- I want my ideas to be considered when there are decisions to be made
- I want to be treated as if I am visible and present.

What is your definition of respect? We all set our own boundaries based on our own expectations.

ROLE DENIAL

One of the behaviours seen in any environment is role denial. This happens in three ways. The first is that individuals may not take the responsibilities as expected. Second is that individuals may overstep their boundaries and intrude on others' roles without explanation or apology. Third is that they may refuse to assist others whom they are expected to help by orienting them to their role, providing information they require to complete their job, or being available when others need their assistance.

SABOTAGE

Sabotage occurs in many ways. The person who is engaging in this behaviour may say he cannot find the information you need or he cannot share the information because it is his personal information. He may provide inaccurate or inadequate information required to complete your work or spread rumors that will prevent you from receiving the cooperation you need to fulfill your work demands.

*Brenda Kelleher-Flight
Ph.D., Q.Med.
www.gdpconsulting.ca ■*

Why Put Up With the Stress Associated With Conflict?

Benefits

- Save time
- Save money
- Improve relationships
- Improve income
- Reduce Stress

Solution

- ✓ Conflict resolution coaching
- ✓ Facilitated discussions
- ✓ Mediation



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CM 100 CONDOMINIUM MANAGEMENT COURSE REPORT:

BY DAVE CUMMING, EDUCATION DIRECTOR, CCI-NL



Condominium Management Course participants

On June 16, 2016, the CCI-NL Chapter rolled out the long awaited CM 100 Condominium Management Course at the Capital Hotel in St. John's. While a similar course has been offered by CCI Chapters across Canada, this was the first time a basic course designed primarily for the education of Condominium Directors has been presented here in NL. There were 29 participants registered mostly from the northeast Avalon however we were delighted to welcome one condo Director who traveled from the Corner Brook area.

Assistance and support to our Chapter, including preliminary course material, was furnished by the CCI-NS Chapter. This material was then amended to align with the NL Condo Act and minor modifications were made to the text. Several appendices were also added by CCI-NL for the benefit of the participants including a copy of the NL Condo Act and Regulations, a typical Standard Unit Description, sample Estoppel Certificate, sample Resident Information Package, a typical Property Management Contract as well as example Fire Safety/Evacuation Plans. CCI-NL Director David Cumming is responsible for education for our Chapter and sits as the NL representative on the CCI National Education Committee. In preparation for offering this course here

in St. John's, David took advantage of an opportunity to audit the CM 100 course presented by the CCI-NB Chapter in Moncton last May.

The course material furnished to each participant included a comprehensive set of course notes along with paper copies of the MS PowerPoint slides presented during the course. There was lots of very useful feedback from the participants and this feedback will be used to improve future presentations of the CM 100 course. The CM 100 course will be offered in St. John's again tentatively in the Spring of 2017.

David Cumming has served on the Board of Directors of the Imperial Condominium Corporation for over 10 years – much of the time as President. The opinions expressed in this article are those of the author and do not necessarily represent or reflect the views of CCI Newfoundland and Labrador Chapter. Readers are encouraged to seek the advice of professionals to address specific issues or individual situations. This article may not be reproduced, in whole or in part, without acknowledgement to the author. ■

Notice of Annual General Meeting

Tuesday, November 22, 2016, at 6:30 p.m. @ The Holiday Inn

180 Portugal Cove Road, St. John's, NL



**The AGM will be immediately followed at 7:30 p.m.
by a Seminar that is free for members.
The topic and details of the Seminar is as follows:**

**Mediation Skills for Condominium Directors
*Presented by: Dr. Brenda Kelleher-Flight, Ph.D.***

We look forward to seeing you there.

A complete AGM package will follow.

**Please RSVP on or before November 18th, 2016
Email: carolburke@gmail.com or call 682-1118**

NEWS FROM THE NATIONAL SCENE



On May 25 – 28, 2016, Vancouver Chapter hosted the National Spring Conference. “From Sea to Sky – The Ultimate Guide to the West Coast” was indeed a fitting title. We literally did experience sea and sky from the wonders of a dinner cruise around Vancouver Harbour to the breathtaking beauty from above by cable car.

Although our host kept us well entertained in the evenings, our days were spent in carefully and well planned sessions that educated and informed the participants. As with all National meetings, we have the

opportunity to report on our individual Chapter activities and learn from the experiences of others.

As a result of the Spring Conference, we were all able to bring valuable information back to our own Chapters. Thank you Vancouver Chapter for being a most gracious host.

Carol Burke
President, CCI-NL
Email: carolburke@gmail.com ■



Dave Cumming, Director of CCI-NL was given the Distinguished Service Award by the Canadian Condominium Institute at their Annual Awards Dinner in Collingwood, Ontario.



Newfoundland and Labrador Chapter was named Tier One Chapter of the Year at the Canadian Condominium Institute's Annual Awards Dinner in Collingwood, Ontario. Pictured: Dave Cumming, Carol Burke and Geoff Penney, representing CCI-NL.

CONDO CHRONICLE

Advertising opportunity

Your advertising support of our newsletter provides you and your company with opportunities to expand your business profile in the condominium community of Newfoundland and Labrador by showcasing your products and services to individual owners, Boards and Property Managers of local condominiums.

Member Advertising Rates (one issue):

Business card (3.5" x 2")\$50.00
1/4 Page (3.5" x 4.5")\$90.00
1/2 Page (3.5" x 9" or 7" x 4.5")\$165.00
1 Full Page (7.5" x 10")\$200.00
Full page loose insert, copies supplied by advertiser*\$100.00

* This would not be a newsletter page, but a loose page inserted in the middle of the newsletter booklet.

Please supply the following information for ordering:

Name_____

Company_____

Full Address_____

Telephone and fax_____

Email_____

Advertising requirements_____

Please complete the above and remit, along with your advertising copy and your cheque payable to CCI-NL for insertion in our next newsletter. Advertising copy can be emailed, preferably in PDF format, to carolburke@burkerealty.ca. An invoice will be issued upon receipt.

The Condo Chronicle is one of the many benefits enjoyed by Members of the Canadian Condominium Institute – Newfoundland and Labrador Chapter. Thank you for your advertising support!

MEMBERSHIP APPLICATION

MEMBERSHIP TO JUNE 30, 2017

How/from whom did you hear about CCI?: _____

■ CONDOMINIUM CORPORATION MEMBERSHIP: *Please complete all areas*

- ☐ Townhouse
☐ Apartment Style
☐ Other

Condominium No.:		No. of Units:	Registration Date:
Management Company:		Contact Name:	
Address:		Suite #:	
City:	Province:	Postal Code:	
Phone: ()	Fax: ()	Email:	
Condo Corporation Address:		Suite #:	
City:	Province:	Postal Code:	
Phone: ()	Fax: ()	Email:	
President :			
Name	Address/Suite		Email
Treasurer :			
Name	Address/Suite		Email
Director #3:			
Name	Address/Suite		Email

Please forward all correspondence to: ☐ Management Company address ☐ Condo Corporation address

Annual Fee: ☐ 1-10 Units: \$100.00 ☐ 11+ Units: \$125.00

■ PROFESSIONAL MEMBERSHIP

Name:	Occupation:
Company:	
Address:	Suite #:
City:	Province:
Postal Code:	
Phone: ()	Fax: ()
Email:	

Annual Fee: ☐ Professional Membership \$125.00

■ SPONSOR/TRADE SERVICE SUPPLIER MEMBERSHIP

Company:	
Name:	Industry:
Address:	Suite #:
City:	Province:
Postal Code:	
Phone: ()	Fax: ()
Email:	

Annual Fee: ☐ Sponsor/Trade Membership ... \$125.00

■ INDIVIDUAL CONDOMINIUM RESIDENT MEMBERSHIP

Name:	
Address:	Suite #:
City:	Province:
Postal Code:	
Phone: ()	Fax: ()
Email:	

Annual Fee: ☐ Individual Membership \$75.00