

CONDO OWNERS ASSOCIATIONS

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Condo Owners Association

Review & Recommendations

Condominium Act Review

Stage Two Solutions Report November 8, 2013

The Condo Owners Association (COA) has undertaken a complete review of the Stage Two Solutions Report as prepared by Canada's Public Policy Forum.

Introduction

The Condo Owners Association is a not-for-profit Association with a mandate to represent and provide leadership to Condominium Owners with a united voice advocating and fostering quality lifestyle, prosperous and sustainable condominium ownership. Our position in this report is to ensure that Condo Owners rights are protected and changes are made to reflect the same. The Condo Owners Association participated in the Condo Act review process since its announcement June 2012. The process and the excessive numbers of participants who may have a potential conflict of interest considering their involvement with condominium service related trades has been an issue for COA as expressed several times to Canada's Public Policy Forum and the Ministry of Commercial Services. Unfortunately this concern has in the view of COA not been adequately or properly addressed by either party appropriately as they continued with 5 working groups and a hand-selected "Expert Panel". COA was invited to represent condo owners in the "consumer protection" working group however COA was refused involvement in the "12 member Expert Panel". The Expert Panel was comprised of over 90% of individuals involved directly with condominium service related trades. Condo Owners did not have appropriate representation such as the Condo Owners Association in this final report as filed by the Expert Panel. The Condo Owners Association (COA) believes that as a result, the Condo Act Review has serious flaws and in many cases does not represent the best interest of Condo Owners.

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Preface

The Condo Owners Association (COA) recognizes that the Ontario Condominium Act Review was aimed at “building a better condo act”. The 2nd initiative to launch a collaborative approach to policymaking called public engagement may not have been the right platform.

We believe that linking public engagement should have been tested with a proven and documented method of success before implementing this platform into the decision process of the Condominium Act Review which affects over 1.3 Million lives of Condo Owners across the Province of Ontario.

It was suggested by Canada’s Public Policy Forum, an independent, not-for profit organization “dedicated to improving the quality of government in Canada through enhanced dialogue among the public, private and voluntary sectors” that this method “could have been tested on any number of areas, from poverty reduction to environmental regulation”.

They have been quoted in the report as recognizing that there are many complex regulatory issues and the fact that condominiums are self-governing communities and questions about governance and community-building. The Condo Owners Association (COA) believes that in consideration of this alone should have lead to a more comprehensive report with considerably more interaction from non-profit Associations who impact the condominium community but do not represent condominium service provider related trades for profits.

There are a number of Associations who could have provided their expertise recognizing multi-residential living in condominium communities

- Tarion – Enwave – Hydro
- Fire Prevention Canada
- Ontario Municipal Board
- Electrical Safety Authority

- Police Association of Ontario
- Ontario Heritage Foundation
- Ontario Real Estate Association
- Canadian Fire Safety Association
- Accountant Association of Ontario
- Association of Canadian Financial Officers
- Association of Financial Professionals
- Municipal Property Assessment Corporation
- Insurance Brokers Association of Ontario
- The Insurance Brokers Association of Canada
- Representatives from Rate Payers Associations
- Minister of Health Staff re: Health and Safety Act
- Minister of Energy Staff re: Energy Efficiency Act
- Ministry of Transportation Staff re: Ontario Traffic Act
- Municipal Representatives, Planning, Building and Zoning
- Canadian Association of Accredited Mortgage Professionals
- Ministry of Labour Staff re: Occupational Health and Safety Act

There are numerous participants that could have shared their input to “build a better condo act” rather than engulfing the process in an over abundant and outnumbered supply of property managers, condominium lawyers and other condominium service related trades.

The Residents Panel should have had pre-requisites of knowledge and exposure to condominium day-to-day operations. As a speaker to the Residents Panel, our Founder Linda Pinizzotto expressed concern of the lack of knowledge of many of the panelist and the outright comment from (1) Resident Panelist who admitted publicly to the Panel that “as a Board President he has to forge proxies or he won’t get quorum”.

The public announcement of the Condominium Act Review did not target or capture a large audience. The Review from the onset, other than a few town halls, did not use a strong social media approach to target the 1.3 Million Condominium Owners in the Province of Ontario

Had the Ministry of Consumer Services and Canada's Public Policy forum prepared a better outreach program, the participation and feedback would have had better input and thus better results.

The Condo Owners Association is requesting that all parties including the 1.3 Million condo owners plus those who have purchased and soon to be condominium owners considering that over ½ of construction today are condominiums must draw their attention to the list of participants and reflect on how many recommendations may have been lost considering that there was limited influence from Condominium Owners and or the representatives from Associations as noted above.

This collaborative process was the result of a shared interest with a potential conflict of interest and direct relation to benefits resulting from recommendations. A variety of expertise from numerous professionals in a series of trades and/or associations does not alter a refined collaborate process but enhances it recognizing stronger and more diversified input to reflect better overall protection.

Condo Office

The Condo Owners Association is **not in favour of a Condo Office**, a new umbrella organization. We believe it is a government "cash grab" from Condo Owners. We recognized the imbalance of power between Owners and Board Members and we contribute it to a self-governing Condominium Act where the Government has placed an \$80 Million dollar condominium building in the hands of 3 or 5 Board Members hoping they will comply to the Act. They have embellished the Board with power therefore providing an imbalance. The only way to correct the imbalance is to introduce a fining process for non compliance of the Act which will ultimately provide more transparency and better communication/representation. It would help prevent Boards from refusing Owners request for Condo Records and an internal watch dog system where Board Member would feel more compelled to adhere to the Act. The Condo Act has to make Boards accountable for non compliance.

Education Awareness

- The government can utilize and support our many colleges and universities to offer a mandatory Board of Director course paid by each independent condo corporation and or develop an online course with e-commerce capabilities

Dispute Resolution

- The Government can help the Condo Owners Association develop a registry for every complaint received from Condominium Owners respective of each condominium building. This would provide a monitoring system of the number of complaints, the reasons behind the complaint and which building and/or Board is the subject of the complaint. This will allow smaller complaints to be addressed before they turn into a complaint where dispute resolution is required. At the present time there are line ups in our court system, rent tribunal system etc. because the numbers exceed the ability to service. The condominium act is self-governed which is where the fault is in the first place. Strict mandates and fines similar to the Traffic Act, Accessibility for Ontarians with Disabilities Act, Health & Safety Act would provide better overall assurance that Board of Directors conduct the affairs of the Condo Corporation in compliance to the Act.
- COA is the voice for Condominium Owners and a self-governing approach allowing Condo Owners an Association on the front line to advocate and represent their own interests thereby taking an active step to create more awareness and taking a community collaborative approach to ensure their Board is transparent, shows good business practice and provides open communication with Boards of Directors and Property Management is the answer.
- There is no way that 587,000 condo units and 1.3 Million Condo Owners should have to pay money for a Condo Office when the problems can be resolved in the Condo Corporation through the enforcement of a fined system in the Condominium Act and the Condo Owners Association.
- In the event that enforcement or fining is required then the Condo Owners Association can direct the complaint to the Ombudsman to move towards dispute resolution.

Licensing

- Condo Owners should not be responsible to pay for licensing for contracted firms or their employees. Mandatory licensing for Property Management Firms and Property Managers with a fining structure to ensure consumer protection is necessary. Condominium Corporations contract services of Property Management Firms through the approval of the Board of Directors. The Property Managers are only employees of the Company who are deligated to any particular building to carry out day to day operations of the condominium building under the direction of the Board.
- Contracted Property Management firms must be mandated to provide qualified professionals with their condominium contracts and both parties must be licensed and accountable for their advice, directions and contracted services. The government can utilize and support our many colleges and universities to offer a mandatory licensing course for property management firms and property managers or develop an online course with e-commerce capabilities. The licensing should also include a fining structure and/or license removal for non compliance.

1st time Board Member Mandatory Board of Directors Course

- Mandatory Board of Directors courses should not be limited to 1st time board members. Every board member having less than 5 years as a Director should be mandated to take a course outlining the operations of the Condominium Corporation, Condominium Act, Insurance, Reserve funds, Performance Audits, Tarion Warranty and Operating/Surplus/Continugency budgets.
- The Ministry of Consumer Services should work with the Condo Owners Association (COA) to design a Course made available in and supporting our local Colleges and Universities. It should not be part of a 3rd party initiative and or involved with service related trades. Most Board Members are Condo Owners and it is a great way to create harmony in a community which should be between Board Members and Condo Owners.

Operating Budget

- Currently changes are allowed at 1% (\$1,000) of the budget without owner approval in any given month. The recommendation is to allow 3% (\$30,000) of the annual budgeted common expenses in any given 12 month period.
- *COA Recommendation* Currently changes are allowed at 1.5% (\$1,500) of the budget without owner approval in any given month. Allowing a Board of Directors to have the ability to increase their operating budget to make a change by 3% (\$30,000) over a 12 month period is too high. This benefit should only be available without owner approval if the condominium boards has a surplus or contingency fund where they can obtain the additional monies from these resources.

Reserve Fund Budget

- The Condo Act Review has recommended “greater flexibility for boards to use the reserve

COA recommends no change to reserve fund guidelines

- Boards cannot have free reign with “greater flexibility” on reserve funds
- Many condo corporations at this time already have underfunded Reserve Funds
- Service necessities of life with proper funding ie. Roof, furnace, boilers, mechanical problems and window/door deterioration etc. must take priority on reserve fund to ensure condominium building value

- There needs to be guidelines for green energy products with accompanying guarantees for savings on returns of expenditures: a documented energy audit is a suggestion

The Condo Act Review has confirmed situations of abuse, over inflated contracts and kickbacks with both Condo Boards and Property Management and as a result recommendation for “greater flexibility for Boards on reserve fund for alterations or improvements required by law, such as accessibility requirements; and for green energy improvements could potentially compromise the Condominium Corporation reserve funds.

Governance

- COA recommends a third (3rd) party provider to hold proxies so they are not forged or compromised prior to the election process by Board of Directors and/or Property Managers.
- The Corporation Solicitor should be appointed by the Corporation Owners at a duly called AGM in the same manner as the Corporation appoints an Auditor.

Board Qualifications

- Mandatory Board of Directors courses should not be limited to 1st time board members. Every board member having less than 5 years as a Director should be mandated to take a course outlining the operations of the Condominium Corporation, Condominium Act, Insurance, Reserve funds, Performance Audits, Tarion Warranty and Operating/Surplus/Contingency budgets.

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Property Management Companies Property Managers

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- Contracted Property Management firms must be mandated to provide qualified professionals with their condominium contracts and both parties must be licensed and accountable for their advice, directions and contracted services. The government can utilize and support our many colleges and universities to offer a mandatory licensing course for property management firms and property managers or develop an online course with e-commerce capabilities. The licensing should also include a fining structure and/or license removal for non compliance. A two-stage licensing program is acceptable and could easily be governed under RECO as it is in British Columbia having had a proven successful program. The cost must be directed to the Property Management Industry. There are a number of service and trades that service condominiums.

Many Condominium Service Trades obtain their own industry related licensing: examples below

- Engineers
- Plumbers
- Electricians
- Lawyers

CONDO OWNERS ASSOCIATION (COA) LIST OF CONCERNS ON CONDOMINIUM ACT REVIEW STAGE TWO

1. New Condo Act continues to be self-regulated yet evidence proves 14 years of present acts provides NO Protection for condo owners
2. Why is the Condo Act self governed with no fines for non compliance and illegal contravention of the act yet other acts offer protection with fines, ie Traffic Act, Health & Safety Act, AODA Accessibility Act etc.
3. Expert Panel has over 95% of the Panel with representatives of Condo Service Trades and no representation for Condo Owners
4. There should have been more initial suggestions/recommendations adopted by the Ministry based on input from OWNERS versus SERVICE PROVIDERS in their initial report
5. The Condo Office is a Provincial Government CASH GRAB from Condo Owners and is completely unfair and unreasonable!
6. The proposal to charge all condo unit owners by way of a Condo Office a monthly fee will provide huge dollars (based on the number of Condos in the Province this fund would be far too large)

7. Why are Condo Owners expected to pay for Property Managers licensing when they are employees of Property Management Firms
8. Why are Condo Owners targeted to pay more money from this Condo Act review when this review was suppose to be about protecting and creating a better condo act for Condo Owners
9. Condo Owners need a standardized declaration in plain language, adopting multi-culturism as well so everyone can read it and understand it - the new Condo Act is more confusing!
10. The Provincial Government should be working with the Condo Owners Association to open communication between Condo Owners and Board of Directors considering the report shows a disconnect between the two (2) parties
11. The condo act report has confirmed proxy forgery but there is no 3rd party holder of proxies to prevent tampering by Board Members or Property Managers who may be involved with the same to ensue their contracts
12. Like the auditor, the Legal Counsel for the Condo should be elected/appointed by the owners and NOT the Board. Therefore, the lawyer works for the Owners and the Board will then need to hire its own lawyer. There have been too many problems for owners trying to get satisfaction from the Board
13. The review process is taking far too much time. Presently, the Ministry knows the 20% of the issues that are causing 80% of the problems. Therefore apply the 80/20 rule and implement some changes now versus a year from now
14. Why did the government not involved MPAC on the review and analyse how MPAC evaluates Condos on their present structure for property tax assessment and adjust to consider reserve funds, refurbishments and upgrades.
15. Why is there no ability for condo owners to find out about MPAC assessments online to compare their tax assessments as there is with single family homes
16. Why was there no discussion in the condo act review on why there is COA Board member on Tarion or at least someone to represent Condo Owners ?
17. Why did the panel not recommend less time for Status certificates considering 10 days is too long of a period of time for condo owners to wait

18. Why is the fee for status certificates not paid to the Condo Corporation but instead to the Property Management Firms yet the documents belong to the Condo Corporation.
19. Why did the review not address the need for Status Certificates to be broader and provide more info to a prospective owner/buyer. Also a history of maintenance fees for at least 3 years needs to be included.
20. How come Board members can have meetings and delay approval for costly recommendations yet do not have to inform the Condo Owners at the beginning of discussion so they are prepared and alerted
21. The developer needs to guarantee the maintenance fees for the first 3 years to prevent excessive maintenance fee increases after the 1st year
22. Why has the Government not taken the Condo Owners Association advice to create a Reserve Fund Bond for Condominiums that pays an interest rate at least 1% or 1.5% higher than the Ontario Savings Bond. Reserve Funds can only be used for job creation so this is in the Governments best interest
23. As part of the Directors and Officers insurance, and to ensure that the Condo Board acts reasonably, there could be premium incentives for Boards who operate with and implement proper governance principles and policies. Complaints that are not resolved could call for an increase in D & O fees.
24. Why does the Board of Directors have the ability to accumulate excessive surpluses and also are not mandated to obtain 3 quotes for any or all services
25. Why would the Government limit courses to new Board Members when there is substantial proof that many Board Members have a lack of condominium knowledge
26. The Government should be utilizing and help support Canadian Colleges and Universities to provide courses for Property Managers and Property Management Firms
27. The Government should be utilizing and help support Canadian Colleges and Universities to provide courses for all Condominium Board members

Reserve Fund Bond

The Condo Owners Association recommended a ‘reserve fund bond’ to the Ministry of Consumer Services. They have not provided any opinions of the same and/or research the viability. COA has provided an indepth overview of the benefits to Condominium Corporations, Condo Owners and our Provincial Government. This would ensure appropriate funding as well as help create jobs

NEW CONSTRUCTION RECOMMENDATIONS TO PROTECT CONSUMER

Fiduciary responsibilities to take every initiative to ensure that once a condominium buyers is prepared to sign on the dotted line to purchase a condominium they have a good understanding of what they are purchasing and their financial obligations going forward

Consumer Protection at point of transaction

A Schedule to include the following mandates must be provided to the Buyer with a full explanation and the Buyer must accept and acknowledge receipt of the same prior to entering into an Agreement of Purchase and Sale with the Vendor. The mandates are as follow:

- The Seller must provide a description of the relationship between the parties of the transaction and disclose that the Seller/Sellers Sales Staff are not representing the Buyer to ensure transparency and a good understanding of representation.
- The Vendor must provide Buyers details of financial obligations relating to the Parties Agreement of Purchase and Sale

The following are recommendations relating to the direct relationship between Seller and Buyer and the appropriate disclosures relating to the financial implications and representations of the Agreement of Purchase and Sale.

- a. Agent representation and confirm vendor's sale representatives are only representing the vendor/declarant and are not acting as agent for (or on behalf of) the unit purchaser
 - the above reflects the Relationship between the Seller and their staff vs the Customer Service being offered to the prospective Buyer. Considering that full disclosure of relationships is a mandate practiced by all resale real estate representatives under the Real Estate Council of Ontario to ensure Consumer Protection, these same measures should be enforced in new construction by their Sales Representatives on their behalf. Signed and acknowledged receipt prior to entering into an Agreement of Purchase and Sale contract.
- b. Interim Occupancy versus final closing
 - (Is a condition of the Agreement of Purchase and Sale therefore the Seller has a duty to present these facts to the Buyers so they can prepare accordingly)
- c. Realty Tax Adjustments
 - (reflects the Buyers financial obligations and is a Condition of the Agreement of Purchase and Sale considering taxes are charged by the Vendor)
- d. How the square footage or area of the unit being acquired is ordinarily calculated

- (reflects the calculation of the Unit Price (to include wall space) Consumers have a right to know the **living space** they are purchasing from the Vendor prior to entering into an Agreement of Purchase and Sale)
- e. HST new housing rebate and the unit purchaser's eligibility for same
- (Disclosure by the Vendor to the prospective Purchaser will be well informed of their financial obligations prior to purchasing a unit)
- f. Assigning the Agreement of Purchase and Sale prior to final closing
- (Vendors must disclose their structure relating to Assignments because it is a condition / restriction of the Agreement of Purchase and Sale and these could vary depending on the Vendor)
- g. Insurance Requirement
- (Sellers should notify Buyers that they are required to have unit insurance and to confirm that maintenance fees only covers building insurance)
- h. Land Transfer Tax
- (Sellers should notify Buyers of Land Transfer Tax and a breakdown of all other related closing costs so the Buyer understands their financial obligations prior to entering into an Agreement of Purchase and Sale)
- i. Outline of Shared Facility
- (Sellers should notify Buyers about the presence of Shared Facilities and introduce a chart to represent financial structure and how it affects the maintenance fees because this relates to the financial obligations of their purchase)

j. Maintenance Fees

- (Sellers should explain to the Buyers the calculation method of maintenance fees and their obligations)

k. Hydro Self Metering

- (Sellers should disclose the Buyers responsibilities of costs ie.. hydro self metering etc.)

l. Pet Disclosures

- (Sellers should disclose the Pet clause to prevent unnecessary hardships)

Explanation of COA Recommendations on Condo New Construction

The above 12 Point Schedule directly relating to the financial particulars of an Agreement of Purchase and Sale. When a Buyer purchases a property; they have a right to know from their Seller or Sellers Sales Representative the cost obligations relating to their Purchase during occupancy and at registration. On the resale market the majority of the above points are disclosed. To ensure Consumer Protection the same must be the responsibility of the Vendor. .

The exercise of the Consumer Protection committee is not to simply rest all the obligations on a generalized Condominium Guide by our Provincial Government. The everyday Consumer can purchase products off the shelf and find out the contents of the products, the calories/vitamins, descriptions, instructions, safe guards and a series of disclosures that are in every day language and in many cases in more than 1 language. The responsibility has been placed in the hands of the Vendor/Seller/Manufacturer and Consumers are protected.

The Condominium Guide is what is states a “Guide to provide information on the Condominium Act, Board of Directors, Property Managers, Reserve Funds etc....

The Agreement of Purchase and Sale must include information relating to the financial transaction and obligations. Pet disclosures are included in these recommendations to avoid a Buyers undue hardships and emotional stress.

Condo Owners Association Recommendations for Changes

Short Term Transient Rentals

Explanation: The Condo Owners Association is not in favour of short term transient residential rental occupations of any unit whether furnished or unfurnished suites, .with or without ancillary maid services.etc. A condominium is not a hotel and there is too much abuse, health and safety concerns on transient living. It creates excessive costs to Condo Corporations and hampers condominium community lifestyle. Owners and Investors are turning condos into rooming house style units with shared accomodations for short period of times ie. 3 days in a weekend with out of country travellers who prefer to share living at a severly reduced rate compared to hotels and/or motels. There is a dangerous safety concern for these owners/investors and neighbour unit residents and owners. It also provides a negative affect in our restaurant and hotel industry.

Live-Work Units

Explanation: The Condo Owners Association is not in favour of live work units. There are numerous live work units running full scale commercial businesses around the city and no one lives in the unit. They operate commercially under the umbrella of residential taxes. Our local legitimate commercial business are suffering and our Province is losing tax dollars. Condo Corporations are having difficulty enforcing their Condo Documents restrictions on these units and they create high density of traffic and safety concerns relating to their styles of operations and high level of utilities in those that are not self metered..

Government Mandate for Website Content and Time Period

The Condo Owners Association supports Government mandates in favour of Condominiums having websites however it should be the responsibility of the Corporation to choose their website provider, domain name and design of their own building. Websites are very personal and can be an excellent community building initiative within each building.

COA recommends Government mandates in the Condo Act to include a time limitation eg. within the first 6 months of registration the Condo Corporation must provide a website to represent the Condominium Corporation and provide the following information to the Condo Owners:

- Condo Corporation Number
- Name of the Building
- General Information about the Condominium open to the public
- Description of Amenities and Special benefits

Private Access to Condo Owners Only

The Website must contain a sign in area for Owners to access private Corporation information:

- Condo Rules and Regulations
- Operation forms of the building ie. Moving, Registration etc.
- Description of the Amenities and time schedule

Government Condominium Guide

Buyers have a right to know how they would be impacted on their amenities and common areas in the event that they purchased the first or second building of several phases to be constructed at a future date and be provided with a full understanding of the financial impact of shared facilities

- Disclosure of the Different Phases of a Condo project
- Use of common elements with recreation.

Leases within Condominium Corporations

Full disclosure of elements in the building which are subject to leasing vs ownership must be disclosed to the Buyers with the description of how the leasing amount will impact maintenance fees.

Note: Shared facilities recommendations are in the Condo Act but require revisions for full Consumer Protection

Concerns on Insurance Recommendations

h) Make any unit owner who causes damage to any other unit (s), or to the common elements (and not just damage to such owner's own unit), responsible for paying or reimbursing the condominium corporation for the le

CONCERN: The Government must review the Insurance Guidelines relating to the Buyers/Owners Insurance coverage to ensure that they have insurance protection to cover the condo corporation's deductible in the event that they caused the damage.

Status Certificates

10 days for Property Management to provide a Status Certificate is unreasonable in today's marketplace and causes problems for both the Seller and the Buyers

- Financial Institutions provide financing in 5 banking days
- Home Inspections are done within 5 banking days

Important Considerations of Sellers

The following considerations should be made for consumer protection of Buyers and Sellers. Status Certificates are not just about how much time a Property Management company or a lawyer requires. It is a matter of working together in the best interest of the Consumer considering their circumstances as well.

- Sellers cannot afford to lose over 2 weeks waiting to finalize their transaction
- Sellers may need to relocate and are concerned about registering their children into schools/daycare/babysitting
- Sellers may need to deal with estate arrangements on probate situations
- Sellers may be experiencing a divorce or separation
- Sellers personal, family and professional circumstances should be considered on our goal for better Consumer Protection

Important Considerations of Buyers

- Buyers cannot afford to lose over 2 weeks waiting to finalize their transaction
- Buyers may need to provide notice to their present rental circumstances
- Buyers may need to firm up employment relocation contracts
- Buyers may need to register their children into schools/daycare/babysitting etc.
- Buyers may be going through separations and divorce and may need to leave their present circumstances.

Recommendation: The Condo Owners Association recommends 5 banking days in consideration of the above and also to consider today's technology as described below :

Online Status Certificate Companies

- There are numerous providers of online Status Certificates
- Property Management and Board of Directors must have knowledge of problems relating to any particular unit.
- They also should be up-to-date with their paperwork
 - Insurance Certificate
 - Financials Audited Statement
 - Declaration – Condo Document
 - Form 13 Title Status Certificate specific to the unit
- Condominiums Property Managers and/or Property Management Companies upload Status certificates and related documents to third party providers
- Property Management company licensing should include using third party providers for status certificates considering Condo Corporation liability risks relating to online distribution of Status Certificates and related documents.
- Condominium Property Managers and/or Property Management Companies who have uploaded Status Certificate & related documents to Conduit generally will only have to upload changes and Form 13 Title specific to the unit; because most materials are already on file
- Most Property Managers are required to send up-to-date budgets and financial statements to their Property Management Company who in turn uploads the same onto the Conduit site
- In these circumstances, generally the actual Status Certificate is the only document that is prepared by the Property Management office who in turn will have a Board member sign or if the Property Manager has been given signing authority for Status Certificates by the Board of Directors, they would then sign.

Note: as an example we have outline information on this website:

www.statuscertificate.com --- Conduit provided by D-Tech Consulting charges \$100.00 for the Certificate plus 25.00 convenience fee and 13% HST on convenience Fee

Their website states: Condominium Property Management Benefits

- ZERO COST to use CONDUIT
- Keep your existing business process and benefit from all the power of CONDUIT
- Immediate savings in print and paper costs (average cost per certificate approximately \$12.50)
- Manage your 10 day window with ease
- Reduced administration to produce, provide and manage status certificates
- Provide the best service for your clients
- We provide document version control and archiving system with full audit trail
- Lessen your footprint by reducing the amount of paper
- Strengthen your financial statements
- Integration with our condo website solution and property management and accounting software
- Conduit is a complete status certificate management system

The Conduit system works as follows:

- A status certificate order is made online – if the building and unit # appears on the system Conduit has the information on their data base - Cost approx. \$125 + Hst on \$25.00 fee
- Property Management is then sent an email of the request
- Property Management will confirm that there are no changes required and upload the Status Certificate with accompanying corporation signature as per above
- The Status Certificate and accompanying documentation is emailed to the person ordering the status certificate
- Conduit pays the Property Management company \$100
- Conduit retains \$25.00 plus HST charges

Note: Status certificates ordered through Property Management cost \$100 and payable to Property Management firm

The Condo Owners Association (COA) advocating and representing Condo Owners