

CCI South Alberta President's Message

By Stephen Cassady • President, CCI South Alberta Chapter

My president's letters are usually bloated, wandering, monsters of atrocious thought and opinion. Given that, the brevity of this particular letter should drive shivers into your very being, and question what serious and life threatening issue could cause such a short text.

And here is the answer:

The Alberta government has released their public consultation regarding changes to the condominium act. It has been 13 years since the last act, and it will likely be 13 years before the next change to the act. As such, this is almost a once in a lifetime position to give the government feedback on what you need changed. What will make your life better while living in a condominium.

So go here (no, really, right now, go to this website):

letstalkcondos.servicealberta.ca

On the page is a link to their survey: "participate in our consultation." Go ahead and participate. It's ok. I'll still be here.

Alright – done? Good. Because the government responds really well to fixing optics (things that look bad to voters), and that was a great way to reinforce the obvious things they need to change. You can address any myopic vision they have regarding condominiums.

PS. It's OK to share that link with everybody you know. It would be awesome if your whole condominium filled it out.

The screenshot shows the Alberta Service Alberta website. The main heading is "Let's Talk Condos: A Message From The Minister". Below the heading is a large image of a city skyline with the text "Let's talk Condos! Condominium Consultations". To the right of the image is a portrait of the Honourable Manmeet S. Bhullar, Minister of Service Alberta. The text on the page reads: "The Government of Alberta is taking steps to strengthen condominium legislation to address the current needs of condominium corporations, unit owners, and developers; and raise standards in Alberta's condominium industry. I encourage you to participate in our consultation and have your say on the future of condominium legislation in Alberta. The deadline for responding to the consultation paper is April 2, 2013. I look forward to hearing from you. Sincerely, The Honourable Manmeet S. Bhullar, Minister of Service Alberta." Below this is a "Consultation Overview" section listing key topics: Consumer protection for buyers; Insurance requirements for the corporation and unit owners; Repairs to unit property following damages; Access to corporation records; Dispute resolution; Board governance; and Knowledge, competencies and standards of practice for condominium managers. A "Background" section follows, stating that since the Act was last amended in 2000, the condominium industry has steadily grown and evolved, and a committee of condominium owners, developers, lawyers, and managers was struck to assist the ministry with the review.

Stephen Cassady
President, CCI South Alberta

Time to update your calendars!

See our 2013 Year at a Glance on page 14 for upcoming luncheons, courses and events.

South Alberta Chapter

Who to contact and how to get your ad into the Review

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**Thank You for Advertising
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CCI South Alberta proudly announces our new website:
www.CCISouthAlberta.com

The updated site includes links to our member companies! If you are a company or professional member, please check to see your link is correct. You can find a link to all our company and professional members by selecting: Resources > Membership Directory

As well, our new site includes

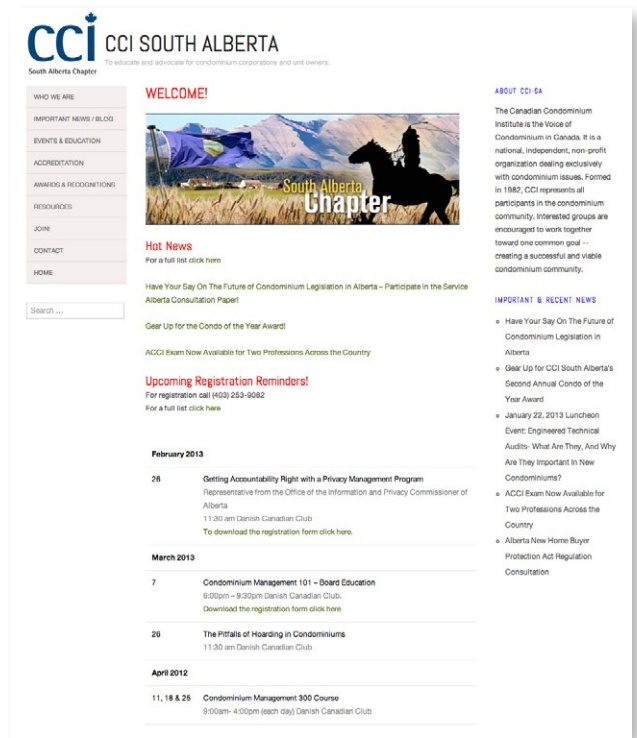
- Important News and Updates
- Event Information and Registration Links
- Member Directory
- Newsletter Archives
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- History of Our Award Winners
- And much, much more!

Members only Resource:

As part of the new site, we have updated our members only resource. You can access this with the following password: CCIMilestone

We encourage your feedback and suggestions.

Please contact the CCI South Alberta Office at administrator@ccisouthalberta.com



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Have Your Say on the Future of Condominium Legislation in Alberta

As some of our members know, CCI South Alberta has been involved in the consultation process for the Condominium Property Act revision with Stephen Cassady, our President and John McDougall, our Vice President both sitting on the Consultation Committee.

Service Alberta announced February 13, 2013 a Consultation Paper has been released to the general public to solicit feedback on condominium issues in Alberta. How the feedback is received will help determine how Service Alberta will revise and update the Alberta Condominium Property Act.

Key topics included in the paper are:

- Consumer protection for buyers;
- Insurance requirements for the corporation and unit owners;
- Repairs to unit property following damages;
- Access to corporation records;
- Dispute resolution;
- Board governance; and
- Knowledge, competencies and standards of practice for condominium managers

We encourage all our members to partake in the Consultation Paper at <http://www.servicealberta.ca/2068.cfm>.



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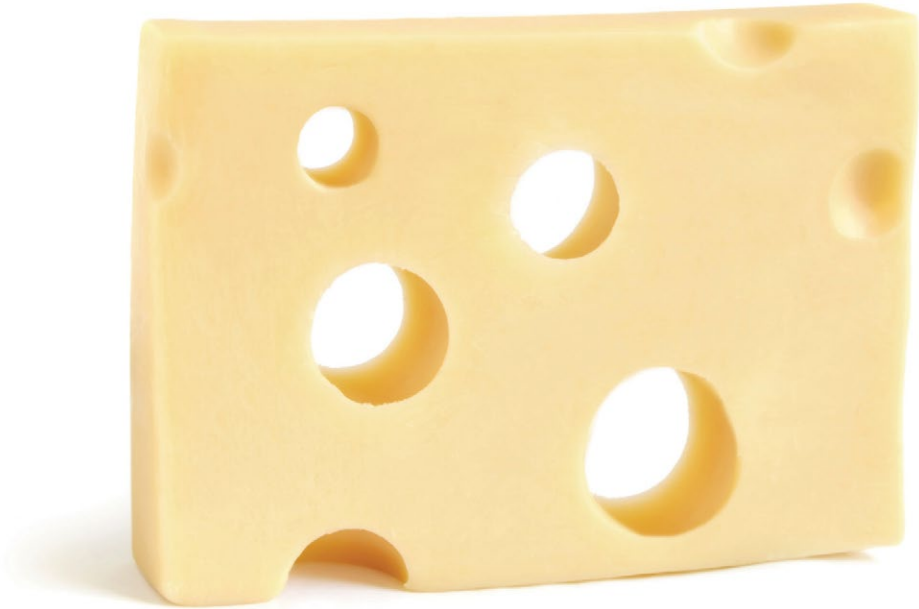
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Ice Build Up on Sloped Roofs

And what you can do about it

By: Chris Love and Jonathan Maynard, Halsall Associates

Why ice builds up on a sloped roof and what you can do to prevent it.

Ice Build-up: A melting and freezing process

The process that causes ice build-up on a sloped roof is simple.

When the roof surface is warm enough to melt snow, water begins to flow down the roof toward the eaves. The portion of the roof beyond the building wall is typically colder, so when the roof edge or the eavestrough is cold enough, the water will re-freeze.

If this process occurs frequently (over several days or weeks) the eavestrough will eventually fill, until its capacity to hold water is exceeded. As water overflows the eavestrough, and as the melting and freezing cycle continues, ice will begin to form. This creates icicles that, at worst, can pose serious safety risks, and, at best, be used by adolescents as play-swords.

Continued on page 8



Falling snow and ice can pose safety risks, so it is important to manage and keep ice build-up to a minimum.



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Ice Build Up on Sloped Roofs (cont'd)

And what you can do about it

By: Chris Love and Jonathan Maynard, Halsall Associates

What contributes to ice build-up?

Snow Accumulation

Frequent snowfalls increase the likelihood that ice will form for two main reasons. The first is due to the insulating effect of snow as deeper snow cover increases the roof's surface temperature. The second is that snow may also cover low profile roof vents making them ineffective.

Solar Radiation, Shingle Colour and Roof Orientation

The sun heats roof surfaces even when they are covered by snow. Solar radiation passes through snow and is absorbed by the roof surface. Absorbed solar radiation will heat the roof surface, which will in turn melt the snow on that surface.

Roof colour, orientation (direction toward the sun) and slope all affect the solar absorption rate. For example, darker roofs absorb more heat, so ice build-up can occur more quickly. Also, when the roof is oriented more directly at the sun, more heat will be absorbed.

Insufficient Attic Ventilation or Insulation

To keep shingle surfaces cold in winter, the attic air temperature must be kept as near to the exterior ambient air temperature as possible. This is achieved through ventilation, insulation, and air tightness (i.e., controlling air flow from the inhabited space to the uninhabited space) of the attic.

Ventilation is intended to quickly remove heat that has entered the attic from the occupied space below. If ventilation is insufficient, heat which has entered the attic will warm the underside of the shingle and contribute to the melting and thawing process that can cause ice build-up.

The *Building Code* requires ventilation be provided at both the upper portions of the roof and at the eaves/soffits. Ideally the venting should be spread evenly (that is, 50/50) between the soffit and the upper portions of the roof, but Code indicates that up to 75/25 is allowable.

Continued on page 9

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Ice Build Up on Sloped Roofs (cont'd)

And what you can do about it

By: Chris Love and Jonathan Maynard, Halsall Associates

Insulation is used to limit temperature gains in attics. However, if the temperature of the occupied space is consistently higher than 21°C, the attic temperature will be correspondingly higher. As well, if the insulation is unevenly distributed, there could be locations where the conduction heat entering the attic is greater, thereby increasing the attic temperature.

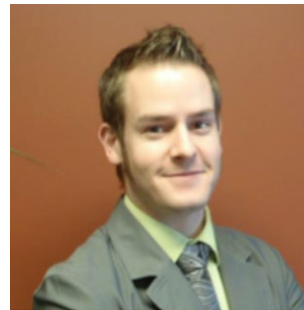
Higher attic temperatures are also caused by air leakage. This occurs if there are breaks in the air barrier from unsealed pipes or gaps in joints between the exterior wall and roof that allow warm air into the attic space.

Reducing build-up

To minimize ice build-up, building owners and managers need to ensure that the attic space is well insulated and ventilated. In addition, they should consider sealing around penetrations through the attic. This is best done as part of a roof replacement program.

For more information on ice build-up, please contact:

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403.255.7946
clove@halsall.com



Jonathan Maynard,
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A note on leaks related to ice build-up

To guard against leaks from ice build-up conditions, the Alberta Building Code requires that a protective membrane be installed from the eave to 900mm above the eave. It is important to note, however, that eave protection does not control the formation of ice build-up. It is simply intended to manage potential leakage resulting from ice build-up.



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If you feel that your condominium is a great place to live, then consider entering the CCI-South Alberta Chapter

Condo of the Year Contest

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- * Tell us how your condo builds community spirit.
- * Tell us your story about something special/unique your condo has done.
- * Tell us if you have overcome any financial concerns.
- * Tell us about some unique features about your condo.



CCI invites all corporations to enter the Condo of the Year contest.

Finalists will be selected by the CCI South Alberta Chapter Awards Committee and the winner will be featured in an upcoming quarterly issue of the CCI Review Newsletter.

The winner will be announced at the 2013 Annual General Meeting September 24, 2013 and will be presented with a plaque for their corporation.

Share your success with the condo community!



Interested applicants should complete the form on the reverse side and submit to:

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South Alberta Chapter
PO Box 38107, Calgary, AB T3K 4Y0
or email to: administrator@ccisouthalberta.com

ENTRY DEADLINE: August 30, 2013

Please let us know a little bit about your condo...

* Tell us how your condo builds community spirit:

* Tell us if you have any social or cultural committees or clubs:

* Tell us if you have a special/unique story about your condo:

* Tell us about some unique features of your condo:

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It is a requirement your Condominium Corporation is a current member of the CCI South Alberta Chapter; are you a current member?

CCI Wants You To Join Our Committees!

As the South Alberta Chapter gears towards a more Committee based structure we are encouraging our members to come join us in one of our exciting committees. We currently have 6 Committees seeking new faces. Below are listings and descriptions of each. If you feel you have the time, drive and commitment to join our committee's please contact our Administrator Melanie for additional information.

Education Committee

The Education Committee is involved in all educational aspects of the Chapter such as our 101, 100, 200 & 300 courses, seminars and monthly luncheons. The Committee is responsible for new course development and all educational material.

Communication Committee

The Communication Committee is responsible for overseeing and implementing new initiatives in all media communications, newsletter and website.

Awards & Recognition Committee

The Recognition Committee is responsible in overseeing and reviewing the National ACCI, FCCI, DSA Award Submissions as well as local chapter awards and implementing the new Chapter of the Year award.

Membership Committee

The Membership Committee is responsible for recruitment, membership growth incentives and retaining memberships.

Government Communications Initiative Committee

The Government Communications Initiative Committee is working together to correspond with Municipal Officials around South Alberta. This Committee is actively involved in the New Home Warranty legislation changes and aims to bring forward issues pertaining to condominium living on a Municipal level.

Trade Show Committee

The Trade Show Committee is working on a joint venture in organizing a Trade Show for the CCI South Alberta Chapter and other organizations.

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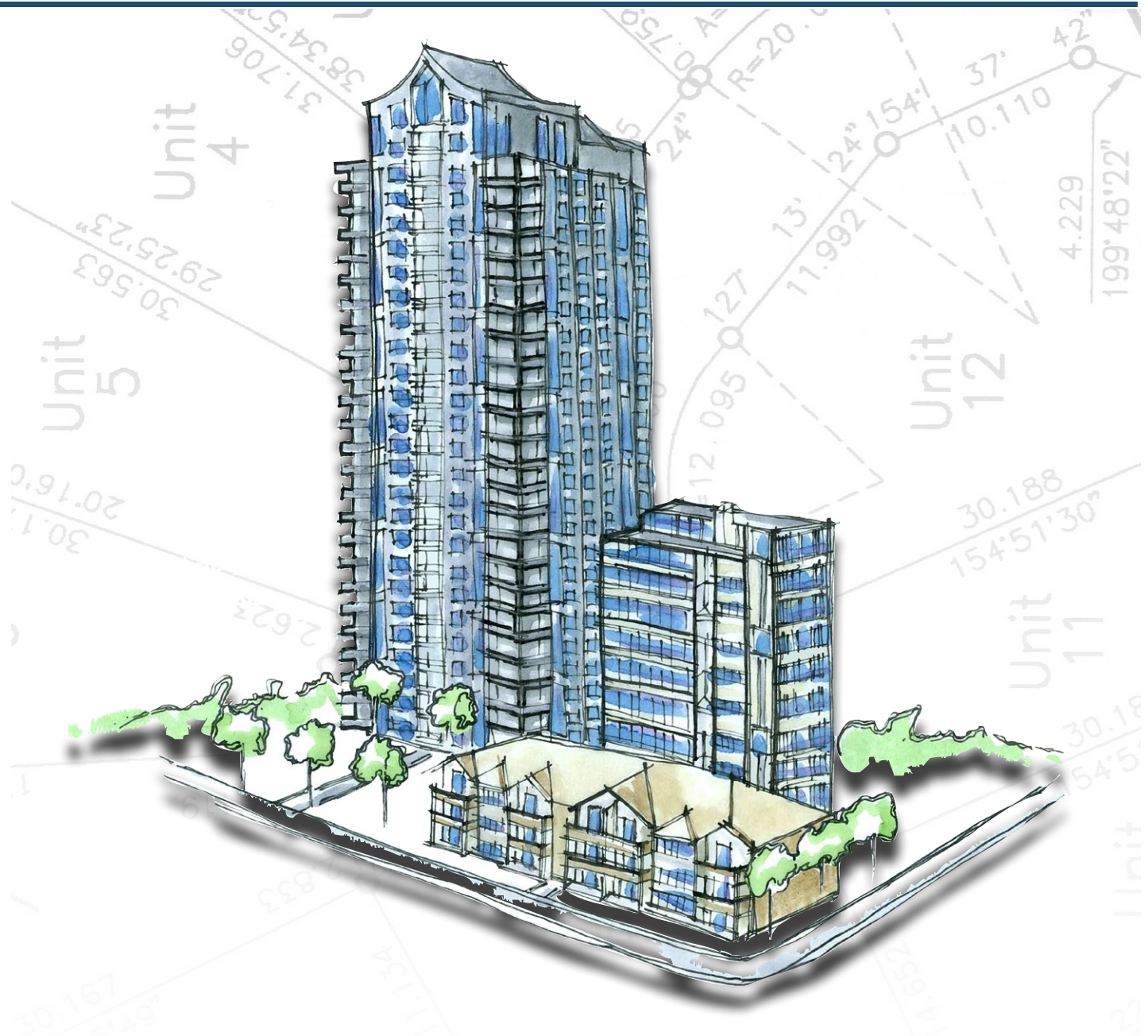
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2013 YEAR AT A GLANCE

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February 26, 2013

March 26, 2013

April 23, 2013

May 28, 2013

June 25, 2013

June 2013
15th Annual Golf Tournament

Courses

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March 7, 2013 6-9:30pm

CM 101 Course

April 11, 18 & 25, 2013 8am-4pm

CM 300 Course

May 2, 2013 6-9:30pm

CM 101 Course

To register or for more info:

Phone: 403-253-9082 • Fax: 403-220-1215

E-Mail: administrator@ccisouthalberta.com

Website: www.CCISouthAlberta.com

CCI is always looking for volunteers to speak at our luncheons. If you are interested in doing so, please contact Melanie at the CCI Office by phone at 403-253-9082 or e-mail administrator@ccisouthalberta.com

February 2013						
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Congratulations to Sandra Johnston for ACCI

On behalf of the National Executive Board, National Council and CCI South Alberta Chapter, we would like to congratulate Sandra Johnston on obtaining her Associate of the Canadian Condominium Institute (ACCI) in the field of Property Management. Way to go Sandra!



The hoarder next door

Hoarding can be a headache in condos

By Maria Bartolotti

You may have seen “Hoarders” and similar reality shows that focuses on this disturbing behaviour and think that this cannot happen here. But you’d be wrong, as hoarding does happen in condos and it can be a real headache, even tragic.

Hoarding is described as the excessive accumulation of, and failure to discard, a large number of possessions. The uncontrolled accumulation of everyday things like newspapers, craft items, recyclables that never make it to the recycle bin, and even pets are some of the most common items found in a hoarder’s den.

On September 24, 2010, on Wellesley Street in Toronto, a fire started on the balcony of a suspected hoarder. Firefighters going through the building discovered 15 units where hoarding was a problem. The Ontario Fire Marshal concluded that the speed of the fire was greatly affected by the storage of large amounts of combustible materials stored inside and outside the unit – some 1,200 residents were displaced for almost a year.

The sad reality is that hoarders in a condominium corporation can endanger the lives of others, causing health risks, safety hazards, structural damage and unneeded expenses that may or may not be charged back to the corporation.

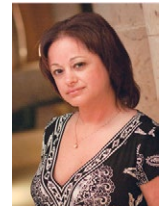
It is important to note that hoarding is a psychological disorder and should be approached with sensitivity. Hoarders do not choose their lifestyle, but condo residents do have the responsibility to report such behavior to their board.

According to Michele Farley, President at FCS Fire Consulting Services Ltd., instances of hoarding should be brought to the attention of the property manager or board during routine maintenance within suites. She says a brief meeting with the resident hoarder may be sufficient to identify action required.

“Property managers or boards are not trained or insured to inspect and report on hoarding suites. (But) they certainly can and will generally conduct initial inspections to verify there is a challenge within the suite and start the process rolling as to the next steps to be taken. A professional should be contracted to identify risk where risk is unclear,” Farley says.

Many thanks to Michele Farley for assisting with the article. Until next Time ... Maria Bartolotti

Maria Bartolotti is the owner-manager of New Concept Management Inc. She has developed a strong reputation for rendering timely and efficient services to the condominium



industry. Maria believes that her company’s success hinges on her hands-on approach to condominium management as well as maintaining open lines of communications with her clientele. Maria is actively involved in her industry. For more information, visit www.newconceptmanagement.com

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The risks of playing it “safe”

By Christopher Burns

What are today’s SMART condo buyers looking for and how does that affect your reserve fund? SMART buyers look for condos that have been able to minimize fee increases, but still maintain a fully funded reserve fund.

When it came to investing a condo’s reserve fund, the “Old School” method called for safety above all else. This was the norm because; when interest rates were higher, boards could still make a decent return. Today’s forward thinking boards realize that times have changed and have begun to look for more effective ways to invest. They realize that if they’re unable to meet the targets in their reserve fund study, they’ll have to make up that shortfall by raising monthly condo fees.

How can having higher fees or an underfunded reserve fund cause condo owners to suffer a \$1,000,000 loss?

Consider this scenario; the board on a 100 suite condo decides to invest only in CDIC insured investments. As a result, the returns are below the 3% their reserve fund

study tells them they should be earning. The board now has a choice; raise fees each year to make up for the shortfall in income or allow the balance of the reserve fund to continue to fall. Unfortunately, either of these scenarios can end up forcing unit owners who wish to sell to lower their asking price. If each owner is forced to lower their sale price by only \$10,000 – in a 100 suite building, that’s a \$1,000,000 loss.

Rather than take on the responsibility of investing the reserve fund to make certain it will produce sufficient income, the board has instead ensured that every owner will get less for their unit when they decide to sell.

This is so unfortunate, and unnecessary. There are many conservative investments that typically exceed the 3% income target most reserve fund studies call for. A full service investment firm, like BMO Nesbitt Burns, can offer condo boards a wide variety of low risk investment options.

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