

VISOA Bulletin - AUGUST 2014

Strata Corporations and the Good Samaritans Act

By Gloria Martins

Recently, the Helpline received an email from Terry, the president of a 30 unit, multi-family residential strata corporation in Victoria. Terry said that a few council members and other owners had come together to form an emergency planning committee. Now they needed funding for first aid kits, a stockpile of water and other supplies, and first aid training for committee members and other owners. The committee has asked council to include a one-line item in the budget for the operating fund for the next fiscal year for “the emergency planning committee,” and this request is now under consideration.

However, Terry’s question was not about budgets or the protection of property in an emergency such as a big earthquake, an extreme weather event, a prolonged power outage, or some other event that interrupted services in the community. Terry’s question was about people, although as council president, he was also worried about third-party liability. “What if something bad happens and you try to help someone, but something goes wrong?” You could injure the person you were trying to help. “Isn’t it better to leave it to the professionals?”

I didn’t really have an answer to Terry’s question, but the Helpline is supposed to be “helpful,” so I did some

research. I immediately thought of the parable of the Good Samaritan. A good Samaritan is someone who helps others who are in need. I went to my search engine and typed in “good Samaritan.” Imagine my surprise when something called the “Good Samaritan Act” popped up on the web page, and the link took me to the Good Samaritan Act, RSBC (Revised Statutes of British Columbia) 1996, which is copied below in its entirety.

Good Samaritan Act
[RSBC 1996] CHAPTER 172

No liability for emergency aid unless gross negligence
1 A person who renders emergency medical services or aid to an ill, injured or unconscious person, at the immediate scene of an accident or emergency that has caused the illness, injury or unconsciousness, is not liable for damages for injury to or death of that person caused by the person’s act or omission in rendering the medical services or aid unless that person is grossly negligent.

Exceptions
2 Section 1 does not apply if the person rendering the

Continued on page 2

In this issue...

- Strata Corporations and the Good Samaritans Act **Gloria Martins**..... 1
- Strata Managers - The Good, The Bad, the Ugy **Sandy Wagner**..... 3
- Business Member Directory 8
- New Business Members 16
- Community Association issues...where did everything go? **Mitch Drimmer**..... 10
- Privacy Matters 11
- Dear Macleans: Condo Hell? **Sandy Wagner**..... 12
- President’s Report 16

Board of Directors 2014

EXECUTIVE

President - Sandy Wagner
Vice President - John Webb
Secretary - David Grubb
Treasurer - Esther Harvey

DIRECTORS AT LARGE

Deryk Norton, Harvey Williams,
Wendy Wall, Laurie McKay,
Deborah Fraess, Lynn Klein,
Denise Brooks

medical services or aid

- (a) is employed expressly for that purpose, or
- (b) does so with a view to gain.

Health Care (Consent) and Care Facility (Admission) Act

3 The Health Care (Consent) and Care Facility (Admission) Act does not affect anything in this Act.

We are reminded of this principle in Section 31 of the Strata Property Act, copied below for reference. As with other things in life, we don't need to be perfect either as council members or good neighbours in our communities. We just need to do our best.

Council member's standard of care

31 In exercising the powers and performing the duties of the strata corporation, each council member must

- (a) act honestly and in good faith with a view to the best interests of the strata corporation, and
- (b) exercise the care, diligence and skill of a reasonably prudent person in comparable circumstances.

Terry and the other members of this strata corporation are to be commended for taking action towards earthquake preparedness. All of us talk about it, but not many actually

do something about it.

Under subsections (a) and (b) above, strata council members (including other owners who are committee members or delegates) are, by statute, expected to act "honestly and in good faith with a view to the best interests of the strata corporation" with the "care, diligence and skill of a reasonably prudent person..." (my underlining).

In addition to strata corporations, other levels of government are urging all of us to make whatever preparations we can towards helping ourselves and others prepare for an earthquake on Vancouver Island. Preparations of this kind are expected of any reasonably prudent person. Doing something is better than nothing, even if there may be some risks involved. In an emergency, we have to do the best we can with the resources available to us at the time.

Gloria has been a VISOA Volunteer since 2011 and joined our Helpline Team in 2013, where her common-sense answers are re-defining the "help" in Helpline.



Ask us about our
Experience Series Window

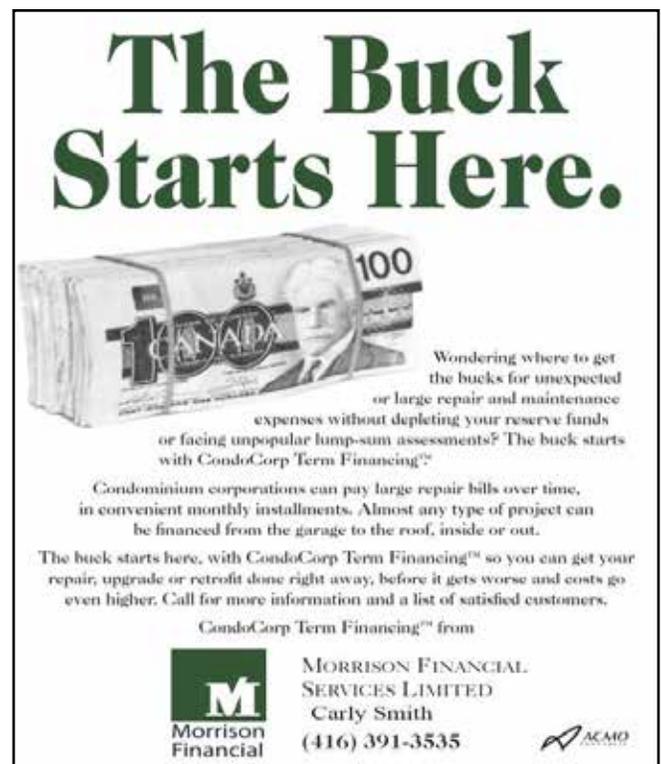
Choosing Centra Windows could save your Strata over a million dollars over the life of your windows in installation and maintenance costs. Let us show you the difference.

Visit centra.ca or call us today to book a strata presentation.

Centra[®]
Vancouver Island Owned & Operated.
Manufactured in BC.



2132 Northfield Rd., Nanaimo 250.756.3010
945 Alston St., Victoria 250.412.2525
info@centra.ca



The Buck Starts Here.

Wondering where to get the bucks for unexpected or large repair and maintenance expenses without depleting your reserve funds or facing unpopular lump-sum assessments? The buck starts with CondoCorp Term Financing™.

Condominium corporations can pay large repair bills over time, in convenient monthly installments. Almost any type of project can be financed from the garage to the roof, inside or out.

The buck starts here, with CondoCorp Term Financing™ so you can get your repair, upgrade or retrofit done right away, before it gets worse and costs go even higher. Call for more information and a list of satisfied customers.

CondoCorp Term Financing™ from



MORRISON FINANCIAL SERVICES LIMITED
Carly Smith
(416) 391-3535



Strata Managers - The Good, The Bad, The Ugly

By Sandy Wagner

This is a follow-up to our last few Bulletin articles on hiring a strata manager, and VISOA's reputation as being "against" strata managers. In our February Bulletin, I reminded readers that we do not have a problem with strata managers as a whole: we do object to those who do not do their jobs adequately! In this article I will outline the rigorous steps a new strata manager must take to begin their career; how their performance is evaluated and regulated; and what to do if your strata manager is not doing their job.

The licensing of strata managers is handled by the Real Estate Council of BC (RECBC), under the authority of the Real Estate Services Act. Before the licensing of strata managers was required, anyone could say they were a strata manager and service was inconsistent throughout the province. The advent of licensing requirements in 2006 was greatly appreciated: strata owners hoped many of their problems would be solved and, as expected, the uneducated and incompetent managers either "shaped up" or "shipped out" – they either became licensed, or left the profession.

In order to obtain a strata manager licence in BC, the candidate must pass the Strata Management Licensing Course, the administration of which has been delegated to the University of British Columbia's Sauder School of Business.

Convictions must be disclosed but are not necessarily a bar to registration. General business and personal reputation are also reviewed, and language proficiency requirements must be satisfied.

This is an intensive course with an expected completion time of no more than one year. It is self-paced and accompanied by a 550+ page manual with these chapters:

- Fundamentals of Law
- The Real Estate Services Act
- Professional Ethics
- Estates and Interests in Land
- Title Registration In BC
- Professional Liability of Real Estate Licensees
- Residential and Commercial Property and Tenancies
- Strata Properties
- The Law of Contract
- Contracts for Strata Management Services
- The Law of Agency
- Effective Negotiations
- Overview of the Strata Property Act and Regulations
- Strata Meetings and Communications
- Purchasing
- Personnel Management
- Controls, Maintenance, and Energy Conservation
- Insurance and Risk Management
- Security, Environmental Protection, and Hazardous Materials
- Building Design and Construction
- Local Government Law
- Accounting and Budgeting

Phew! Did you have any idea the course was so

Continued on page 4

Moloney
Painting Ltd.

Where every job comes with our commitment to excellence, quality services and loyalty to our customers.

Member Discounts!

Commercial Interior Exterior
Specializing in strata, condos & town homes

Providing Fine Interiors & Lasting Exteriors for 23 years in Victoria.

"Paul offered excellent advice on colour and paint options... the quality of his work was nothing short of outstanding." Andrew 2012

"The end result was of a professional quality and I would not hesitate to recommend Moloney Painting to anyone. I have just asked Paul for another quote for the interior of our house." Jerry 2012

(250) 360-6400 moloneypainting.com paul@moloneypainting.com

involved? Just reading the table of contents is exhausting. It takes a large commitment to even begin this course. The average strata owner doesn't consider all the facets of the management of their property – they are likely only thinking of the manager's knowledge of the Strata Property Act.

However, and without detracting from the need to understand this information in all these Real Estate occupations, it should be noted that, except for three chapters – Contracts for Strata Management Services; Overview of the SPA, and Strata Meetings and Communication – almost all the other topics are common as well to both the Real Estate Trading Services ("sales") and Rental Property Management courses. One might consider, therefore, that many individuals in the Industry as a whole started their careers with a licence in one of these areas and were already knowledgeable about those common topics before becoming strata managers.

Personally, I think the only 28 pages of a total of 550 devoted to simply an "Overview" of the SPA are not enough. The candidate should understand this Act in great detail since this is the core of their knowledge in advising strata councils and owners.

Note, however, the course content is currently under review and VISOA has had the opportunity to recommend such an increase to the time spent on learning the SPA.

The self-paced course has required assignments, which must be completed on a pre-determined schedule that takes into consideration the course complexity, and provides for a reasonable expectation of success. The candidate can't submit all assignments in one fell swoop but must follow a timed schedule, so rest assured your manager spent more than a long weekend to work on the course.

Following successful completion of all assignments, students must then pass a three-hour examination by a score of at least 65%. This grade is high enough to protect the public, but not so high as to limit the number of those who wish to practice.

Only after passing the examination can the candidate apply for a licence. All new licence applicants are required to provide a current criminal record check to the RECBC. The Real Estate Services Act requires that applicants for a licence shall be of "good reputation". General business and personal reputation are reviewed along with criminal convictions and charges, which must be disclosed, including any where conditional or absolute discharges were granted. Current policy is that these are not necessarily a bar to registration, depending upon circumstances and recent record.

Continued on page 5



CLEAR PATH ENGINEERING
Serving Alberta & British Columbia

We are a group of engineers, architects and building technologists committed to working with you in developing reports/funding plans that are realistic, reliable and readable.

~ Tailored to your individual strata community ~

Our Specialty:

- Depreciation Reports
- Reserve Fund Studies
- Tracking Component Changes
- Annual Reviews & Updates
- Building Envelope Assessments
- Education
- Consulting

email: info@clearpathengineering.ca website: clearpathengineering.ca
(toll free) 1-877-989-8918

Need a little help managing your money?

From chequing accounts to investment options, our business experts are here to lend a hand.
Just contact Bobbie, she'd love to help.

250.483.8710 | www.coastcapitalsavings.com
bobbie.moretti@coastcapitalsavings.com



coastcapital
SAVINGS

How can we help you?®

Small Business & Strata Bookkeeping Services & Administration

- Over 20 years experience • Computerized Accounting
- Spreadsheets & Word Processing • Produce Financial Statements
- Year End Budgeting • Assessment Formulation
- Contingency Forecast Report Assistance
- Consulting & Applicable Functions when required

Barbara Zimmer
Attention to Detail • Dedicated • Analytical
250-727-9743
E-mail bzes3056@telus.net



When applying for a licence, individuals can't just "hang out their shingle" – they must have their intended employer sign the application. The prospective employer must be a brokerage licensed to provide strata management services and the managing broker must have considerably more education and experience to be qualified for the senior licence.

Once licensed, the Relicensing Education Program (REP) requires licensees to complete a refresher course during each two-year licensing period.

So now, the newly-licensed and newly-hired strata manager is let loose! Not always accurate: A good brokerage will provide further training and mentoring to their new strata managers along with follow-up and oversight to ensure everything is going according to company standards. It is the managing broker who is ultimately responsible for the performance of their managers, and any complaints from clients.

A manager's client load will determine their income but a beginning manager should be cautioned against taking on too many clients too soon. We have heard there is a high turnover in the field of strata management, no doubt due to the fine balancing act between number of clients and the ability to serve them all well.

Many strata corporations hire a management company to handle their affairs which can consist of

handling income and payables; dealing with contractors; assisting with agendas, minutes and budgets; and bylaw enforcement. But very often strata owners forget that the manager is unable to "enforce" the bylaws on his/her own – they must only act on the instruction of council. The manager is not the "bylaw police" – the owners and council are. The manager is the communicator of the council's documented decisions.

Nor is the manager required to be an expert in the Strata Property Act, or any other law. They bring their own experience and expertise, and that of their employer, the managing broker. It is ultimately the strata council's responsibility to understand the SPA as well and to perform due diligence in accordance with the strata's bylaws, especially if the manager appears to be giving erroneous information or advice. If you need a legal interpretation, call your lawyer not your manager.

These two matters – bylaw enforcement and interpretation of the SPA – bring the largest number of complaints and questions to VISOA's Helpline. Understanding the role and responsibility of the manager, and having reasonable expectations can save you much frustration.

So – what to do if you think your manager is not doing a good job for you? That depends on whether you are a strata councilor or an individual owner.

Councilors: First, if you are having a meeting to discuss your manager's performance, your manager should not be

Continued on page 6

Our people make the difference!

Commercial & Residential Strata Management

Sectioned & Mixed Use Specialists

Locally Owned & Operated

Serving:
Greater Victoria
South Van. Island
& the Gulf Islands



Richmond Property Group Ltd.

115 – 1537 Hillside Ave. Victoria BC V8T 2C1
Phone 250.388.9920 Fax 250.388.9945
www.richmondproperty.ca

Vancouver Island's Trusted Painting Company!
Specializing In Strata's, Condo's & Town Homes



**Better Business Bureau's
Best Contractor
2011**



Making you look good!

Call to receive your discounted winter rates
www.TopCoatPainting.ca

at that meeting. Share your findings and comments with the manager after the meeting at a personal conference and followed up in writing.

If you do not get a positive response, your next step should be to contact the managing broker. Not only is this the ethical thing to do, any reasonable managing broker will look at all their strata clients as “their” clients, no matter which manager is assigned, and you should be able to speak to the broker or a senior manager who can discuss your concerns amicably. Your concerns could bring some training gaps to the attention of the broker, and it could possibly lead to a different manager being assigned.

Only after you have gone through this “chain of command” should your complaint be escalated to the RECBC. The RECBC investigates potential contraventions of the Real Estate Services Act including professional misconduct.

Examples of matters the RECBC will investigate include:

- mishandling of deposits
- concealing property defects
- misrepresentation
- unauthorized signing of documents
- unwritten guarantees to resell a property used as an inducement to do business
- secret commissions
- professional misconduct including incompetence and

conduct unbecoming of a licensee.

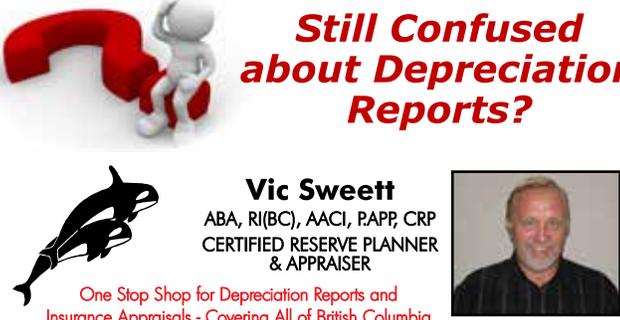
The RECBC is not empowered to award or mediate monetary damages. Such matters are more properly dealt with through civil court action. The Council can impose administrative penalties and fines, order reprimands and suspend or cancel a licence as well as impose hearing costs. Note also that the Council is not authorized to interpret or settle disputes regarding the SPA.

Now – what to do if you are not a strata council member, but an individual owner with a complaint about your manager?

First, document the problems and write a letter to your strata council. When they discuss your letter, they should do so without the manager present. In most cases the council will take the steps described above to investigate your complaint and discuss it with both the manager and the managing broker. Your council should give you a written response to your letter. You may not agree with the response, but it should be provided. It is possible that the council is composed of “followers” who know and care nothing of their obligations to the strata corporation, and are perhaps being either badly advised or even manipulated by a poor manager. In this case, it is doubtful they will realize this, so your letter should point out the problems and perhaps it will wake them up.

Your next step should be to contact the managing broker or perhaps the senior manager. You must realize that technically the contract is between the strata corporation –

Continued on page 7



Still Confused about Depreciation Reports?

Vic Sweett
ABA, R(BC), AACI, PAPP, CRP
CERTIFIED RESERVE PLANNER & APPRAISER

One Stop Shop for Depreciation Reports and Insurance Appraisals - Covering All of British Columbia

#2-57 Skinner Street
Nanaimo, B.C. V9R 5G9
Phone: (250) 754-3710
Fax: (250) 754-3701

550-2950 Douglas Street
Victoria, B.C. V8T 4N5
Phone: (250) 477-7090

Toll Free #: 1-866-612-2600 Toll Free Fax: 1-866-612-2800

E-mail: info@pacificrimappraisals.com Website: www.pacificrimappraisals.com

Call us anytime at 1-866-612-2600 and we will be happy to review a sample report with your strata council.

Pacific Rim Appraisals Ltd. personnel are Certified Reserve Planners (CRP)

Pacific Rim Appraisals Ltd.



Looking for options to high natural gas costs?

We can help.
STRAIGHTFORWARD natural gas solutions

Cascadia Energy offers large commercial, industrial and multi-family gas customers the ability to purchase natural gas from an independent supplier at a competitive price, without changes to your buildings existing gas infrastructure.

Suite 311-1095 McKenzie Ave Victoria, BC V8P 2L5
tom@cascadiaenergy.ca Tel: 250-704-4443 WWW.CASCADIAENERGY.CA/ISLAND

Call us for a free analysis and find out how you can take charge.

represented by the council under the authority of the SPA—and the brokerage, and you are not individually a party to that contract. But any reasonable managing broker should discuss your concerns amicably, no matter which manager is assigned, and attempt to find a resolution which satisfies you, the council and the manager.

If your concerns are not resolved or at least satisfactorily explained, then back to your strata council you must go. If your strata council still ignores your complaint, in the majority of cases, it may end there. You could petition your fellow owners to call a Special General Meeting to terminate the management contract but that is a hard fight to win.

You need to know that the RECBC will very rarely accept complaints from individual owners, because the owner is not a party in the contract. The formal process is spelled out on the RECBC website:

Strata managers act under the direction of the strata council of the strata corporation, by which they are engaged. It is the strata corporation as a whole that is the client of the strata manager, not the individual owners. Therefore, if individual strata owners have concerns about a strata manager, they are advised to first take their concerns to their strata council for resolution and any action the strata council may see fit to take. This may include the strata council submitting a complaint

to the Council with respect to the conduct of the strata manager if the strata council believes the strata manager has committed professional misconduct or conduct unbecoming a licensee under the Real Estate Services Act. In most cases, the Council requires complaints regarding the performance of licensed strata managers to be submitted by strata councils, accompanied by a copy of the minutes of the strata council meeting that confirms the passing of a motion to submit such a complaint to the Council.

How many complaints does the RECBC get every year, and what are the results?

VISOA posed this question to the RECBC earlier this year and here are some statistics they provided: Over the past 7 years (since strata manager licensing began) they have received an average of 52 complaints per year. Of these, 32 on average were administratively closed each year for reasons such as being unfounded, outside of the RECBC jurisdiction, or informally resolved. Of the remaining complaints, a total of 41 over the 7 years received a Letter of Warning, and 75 over the same time period had a Hearing Ordered. No information was given regarding the number of strata manager licensees who had their licence revoked during this time frame.

These stats provide us with some important information: Like a strata corporation - which can issue fines for bylaw infractions but whose main goal with bylaw enforcement is changing behavior, *not* collecting fines - it

Continued on page 11

EMPRESS PAINTING
empress

PROUDLY SERVING BUSINESSES SINCE 1989

CELEBRATING 25 YEARS AS VICTORIA'S PREMIER PAINTING COMPANY
25 YEARS

Time For a Change!

250-383-5224
www.empresspainting.com

SEAFIRST INSURANCE BROKERS

Shawn Fehr, BA, CAIB, CIP, provides expert advice whether you're insuring a duplex or a 500-unit strata complex. Call him today for a competitive quote!

250-652-1141 or email

sfehr@seafirstinsurance.com

SeaFirst Insurance Brokers have been providing our clients with the finest in general insurance services on the Island for over 40 years.

BUSINESS MEMBERS

BUILDING SUPPLIES

INDUSTRIAL PLASTICS AND PAINT

Building/Maintenance Products
250-727-3545 ext 105
brucedixon@goindustrial.ca
www.goindustrial.ca

DEPRECIATION REPORTS

A.J. FINLAYSON DEPRECIATION REPORTS LTD.

Depreciation Reports
Phone 250-656-2224 • Fax 250-656-2279
art-ajf@shaw.ca

ASSET & STRUCTURAL ANALYSIS CONSULTING ENGINEERS

Depreciation Reports, Structural Engineering Analysis, Economic Replacement Analysis
250-537-6132
asset.analysis.engineering@gmail.com
<https://sites.google.com/site/assetanalysisengineering/depreciation-reports>

BELL APPRAISALS

Replacement Cost New Insurance Reports & Depreciation Reports
bell.appraisals.consulting@gmail.com
250-514-3486 • www.bell-appraisals.ca

CLEAR PATH ENGINEERING INC.

Depreciation Reports & Reserve Fund Studies
1-877-989-8918 • Fax 1-866-362-0592
info@clearpathengineering.ca
www.clearpathengineering.ca

IDB SOLUTIONS

Insurance Appraisals, Depreciation Reports
250-858-6056
rick@idbsolutions.ca
www.idbsolutions.ca

NORMAC APPRAISALS LTD.

Insurance Appraisals and Depreciation Reports
Phone: 1-888-887-0002 • Fax 604-224-1445
info@normac.ca • www.normac.ca

MNP LLP

Chartered Accountants and Business Advisers
Serving Vancouver Island
250-748-3761 • Fax 250-476-1712
rick.martinson@mnp.ca • www.mnp.ca

Wm S. JACKSON AND ASSOCIATES LTD

Insurance Appraisals, Depreciation Reports
250-338-7323 • 1-877-888-4316
dan-wsj@shaw.ca
www.comoxvalleyappraisers.com

PACIFIC RIM APPRAISALS LTD

Depreciation Reports & Insurance Appraisals
250-477-7090 • 250-754-3710
info@pacificrimappraisals.com
www.pacificrimappraisals.com

READ JONES CHRISTOFFERSEN LTD

Consulting Engineers - Reserve Fund Studies
250-386-7794 • Fax 250-381-7900
tbergen@rjc.ca • www.rjc.ca

UNITY SERVICES CORPORATION

Consulting Services for Depreciation Reports and Maintenance Planning
250-893-3445 • john@unityservices.ca
www.unityservices.ca

FINANCIAL

COAST CAPITAL SAVINGS CREDIT UNION

Strata Account Pricing Program
250-483-8710 • Fax 250-483-8716
bobbie.moretti@coastcapitalsavings.com
www.coastcapitalsavings.com

ISLAND SAVINGS CREDIT UNION

Special accounts for strata corporations and owners
250-414-4193 • Fax 250-360-1461
skasnik@iscu.com • www.iscu.com

MORRISON FINANCIAL SERVICES LTD.

Financial - Condominium Lending
416 - 391-3535 (ext 115)
csmith@morrisonfinancial.com
www.morrisonfinancial.com

SCOTIABANK

Providing small business banking that's simple and straightforward
250-953-5440 Ext 3002
roger.zwicky@scotiabank.com
www.scotiabank.ca

WILLIAM J. RHIND & ASSOCIATES

Banking Services for Small Businesses
604-732-3002
bart@WJRhind.com
www.WJRhind.com

INSURANCE & RELATED SERVICES

BFL CANADA INSURANCE SERVICES INC.

International Insurance Brokers and Consultants
1-866-669-9602
www.BFLCanada.ca

RELIANCE ASSET CONSULTING

Insurance Appraisals & Reserve Studies
1-866-941-2535
info@relianceconsulting.ca
www.relianceconsulting.ca

SEAFIRST INSURANCE BROKERS

Shawn Fehr & Doug Guedes
250-652-1141 or 778-678-5821
sfehr@seafirstinsurance.com
www.seafirstinsurance.com

MAINTENANCE & PROJECT CONTRACTORS

CENTRA WINDOWS LTD.

Windows, Doors, Siding, Renovations, Multi-Family
250-412-2525 • Fax 250-412-9605
info@centrawindows.com • www.centra.ca

CHINOOK POWER-VAC LTD.

Dryer Vent, Duct, & Furnace Cleaning
1-800-556-8622 • Fax 250-715-1868
nelson@chinookpower-vac.com
www.chinookpower-vac.com

DOWNS CONSTRUCTION LTD.

Fire & Flood Restoration, Renovations
250-384-1390 • Fax 250 384-1400
info@downsconstruction.com
www.downsconstruction.com

DYRDA BROTHERS CONSTRUCTION

Renovation & Remodelling
Erik Dyrda 250-858-3745 • Scott Dyrda 250-589-2817
dyrdabros@gmail.com
www.facebook.com/DyrdaBrothers

EMPRESS PAINTING

Commercial & Residential
250-383-5224 • Fax 250-383-0222
estimator2@empresspainting.ca
www.empresspainting.ca

FOSTER'S EXPERT CARPET CARE

Carpet & Area Rug Cleaning, Upholstery Care, Tile & Stone Care, Odor Control, and Stain Removal
250-665-7953 • bob@expertcarpetcare.ca
www.expertcarpetcare.ca

BUSINESS MEMBERS

HANDYMAN CONNECTION

Single Solutions to all Repair and Maintenance Problems
250-384-4969 • Fax 250-384-4963
acampbell@handymanconnection.com
victoria.handymanconnection.com

HOULE ELECTRIC LTD.

Full Service Electrical Contracting
Victoria 250-544-0099 • Nanaimo 250-758-3011
www.houle.ca

ISLAND BASEMENT SYSTEMS INC.

Air Leakage, Moisture Control Services & Consulting
250-385-2768 • 1-877-379-2768
chris@ibsg.ca • www.ibsg.ca

MAC RENOVATIONS LTD.

General Contractor/Residential Design/Builder
250-384-6091 • Fax 250-384-2470
blaise@macreno.com
www.macreno.com

MOLONEY PAINTING LTD.

Specialists in Commercial and Residential House
Painting
250-360-6400
pmoloney@telus.net
www.moloneypainting.com

NEVAEH LANDSCAPING LTD.

Landscape Design, Installation & Maintenance
250-896-4252
allan@nevaehlandscaping.com
www.nevaehlandscaping.com

SHARECOST RENTALS & SALES

Landscape Supply & Equipment Rental
250-758-2401 • Fax: 250-758-0641
tyler@sharecost.ca • www.sharecost.ca

THE VINYL WINDOW COMPANY

Window and Door Replacement
250-652-0790 • Fax: 250-652-4939
thevwc@shaw.ca
www.thevinylwindowcompany.com

TIDMAN CONSTRUCTION LTD.

Home Builder, Depreciation Reports
250-652-1101 • Fax 250-652-6411
info@tidmangroup.com
www.tidmangroup.com

TOP COAT PAINTING

Commercial & Residential Painting
250-385-0478
info@islandnet.com
www.topcoatpainting.ca

TSS CLEANING SERVICES

Dryer Duct Cleaning Services for Vancouver Island
Stratas
1-866-447-0099
info@cleandryerducts.com
www.cleandryerducts.com

VICTORIA DRAIN SERVICES LTD.

Drainage & Plumbing
250-818-1609 • Fax 250-388-6484
info@victoriadrains.com
www.victoriadrains.com

PROPERTY MANAGEMENT

GATEWAY PROPERTY MANAGEMENT CORP.

Property Management
250-412-0713 • Fax 250-412-0729
bcvoric@gatewaypm.com
www.gatewaypm.com

OAKWOOD PROPERTY MANAGEMENT LTD.

Manager for Stratas, Co-ops & Rentals
250-704-4391 • Fax 250-704-4440
carol@oakwoodproperties.ca
www.oakwoodproperties.ca

RICHMOND PROPERTY GROUP LTD.

Strata Management
250-380-9920 • 250-388-9945
jmckay@richmondproperty.ca
www.richmondproperty.ca

STRATA COUNCIL RESOURCES

AEDIA STRATA WEBSITE DESIGN

Websites Developed and Customized to
Meet Strata Needs
250-514-2208
sales@eStrata.ca • www.eStrata.ca

BC APPRAISAL INSTITUTE OF CANADA

Leading Real Property Valuation Association
604-284-5515 • Fax 604-284-5514
info@appraisal.bc.ca
www.appraisal.bc.ca/britishcolumbia

BRIDGE STRATA PLANNING LTD.

Web-Based Software for Stratas
250-893-6804 • tori@bridgeSP.com
www.bridgestrataplanning.com

CASCADIA ENERGY LTD.

Natural Gas Supply & Management
250-704-4443 • Fax 250-704-4440
tom@cascadiaenergy.ca
www.cascadiaenergy.ca

COOL HEADS PUBLISHING DEMOCRATIC RULES OF ORDER

Straightforward Rules of Order for Meetings
1-888-637-8228
books@coolheadspublishing.com
www.DemocraticRules.com

FIDU (FIDUCIARY STRATA SYSTEMS)

On-line tools for self-management of strata
corporations
778-531-3349
info@fidu.ca * www.fidu.ca

MORRISON HERSHFIELD LTD

Consulting Engineers - 250-361-1215
victoria@morrisonhershfield.com
nanaimo@morrisonhershfield.com
www.morrisonhershfield.com

PROSHOP SOUND & LIGHTING LTD.

Sound Systems for General Meetings
250-361-1711 • jproshopmusic@yahoo.ca
www.proshopmusic.com

BULLETIN SUBSCRIPTIONS

VISOA provides 4 information-packed
bulletins each year.

- Corporate membership fees include emailed bulletins to up to 4 council members.
- Individual membership fees include emailed bulletins.
- Postal mailed bulletins are available to members for \$15 annually per address. Non-members may subscribe to these bulletins at the following rates:
By email: \$15.00 per year and by postal mail \$25.00 per year

For more information regarding Business Memberships please contact Laurie McKay at 250-920-0688 or businessmembers@visoa.bc.ca
(Please note that VISOA does not guarantee or warranty the goods, services, or products of our business members).

Community Association issues...where did everything go?

By Mitch Drimmer

Although this article may seem to be Florida specific it relates to all condo boards and strata councils.

On July 1, 2014 in Florida a new condominium law came into effect. This new law obligates “outgoing board members to return all official records ... to the incoming board.” Now as benign as this may seem it speaks to a greater problem and that issue is: Where are all the association’s records? Why did the legislature have to go out of its way to create a specific law to obligate a proper transition from one board to the other? There must be a problem here.

The problem is that condo boards have a lot of records and it goes beyond what the strata council has control of, because managers and management companies also have control of essential documents that very often go missing. Let’s take a few examples to demonstrate the problem.

A big wind comes and knocks off a couple of roofs in your strata. Well, the first thing that the insurance company wants are the maintenance records for those roofs going back seven years before they pay for the claim. No records? Claim denied, and it’s lawyer time. Another good example relating to community association collections, is that the board has decided to place a notice of foreclosure against Mister Delequaint for non-payment of assessments. Mr. Delequaint arrives in court and his lawyer asks the association’s attorney to provide the proof of mailing for the budgets and special levies, and they are nowhere to be found. As a matter of fact even the budgets are stone cold lost. The judge could very well rule in favor of Mr. Delequaint (no foreclosure) and even award him prevailing attorney fees. All these maladies could have been avoided if the association had

a document retention policy and followed the protocol.

Let’s face the facts and understand that strata corporations are volatile environments and calling them dynamic is kind. Strata Councils change, emotions run high, management companies are dismissed frequently, as are attorneys, vendors and whoever else gets an opportunity to work for an association. In the middle of all of this mess records, contracts, ledgers, insurance policies, minutes, proof of mailings, warranties, governing documents, proof of meeting notices, notes and everything else that can be put on paper fall into a deep dark abyss never to be found again. Sometimes by accident and often by design by disgruntled council members, dismissed employees (managers), or untrained office staff who may feel that the round file is for everything that is over a year old.

So now that the problem has been identified, what is the solution? First as mentioned above, the board of directors must establish a record keeping policy and protocol (vote on it and put it in the minutes). Don’t lose those minutes and approve them at the next meeting. Said policy should identify all the records that an association must keep and for how long. This is easy because it’s all in the Strata Property Act Regulations.

The next thing is: HOW can the council keep these records from disappearing never to be found again? There are many ways to go about this and technology may have the answer. Although it might seem to be expensive it is possible that all documents be kept electronically and not just on paper. Have them scanned and put them away on a remote server, with access given to all owners by password. This ensures that incoming council will have access to all the records. This technology also

gives an association a backup just in case that big wind comes and blows away your office or the management office. Once again referring to Florida statutes relating to condos, it is crystal clear that documents can be maintained in digital format. No matter what your council comes up with you should be able to easily get your hands on the minutes of a meeting from five years ago or all the maintenance records for the roofs. Try it and if you cannot get your eyes on them it proves that your strata corporation has a problem that needs to be fixed right away.

Put your policies into a bylaw and have it voted on by the owners at your next Annual General Meeting, to ensure that subsequent future councils will not dismiss your policies without owners’ consent.

Although slightly modified for BC readers, this article is reprinted with permission of the author. Mitch Drimmer is Vice-President with SNAP Collections, a company providing collections and financial services to Florida community associations. He volunteers with FCAP – Florida Community Association Professionals, and his blog can be found at <https://snapcollections.com/blog/author/mdrimmerwp/>

**Seminar sound system
provided by PROSHOP
SOUND & LIGHTING**



**Jack Paulo 250-361-1711
3 - 464 Bay St. Victoria BC**

appears that the RECBC is committed to working with strata licensees to change inappropriate behavior, instead of being quick to revoke their credentials. Good news for strata owners! Wouldn't you rather have a manager who has been shown the error of his ways and had corrective action taken? Most often any employee who has been given a "second chance" will make a better worker in the long run.

The statistics about the number of complaints came as an utter surprise to me. The majority of our members are on Vancouver Island although we have some Mainland members. Therefore, even without adequate information about complaints arising in the vast number of stratas on the Mainland to other organizations, the VISOA Helpline receives more complaints every year about strata managers than the RECBC does. Think about that. If VISOA receives more complaints than the RECBC, that might suggest that very few stratas throughout BC complain at all. (An unlikely scenario!) Or maybe they simply terminate the manager's contract without making a complaint so the RECBC is never made aware. Or could it be that – after you've gathered your facts and done some research, spoken to your strata council and to the manager and the managing broker – the complaints are headed off before they reach a crisis? If that is the case, then we are glad to hear it!

Just as VISOA provides continuing education for strata owners, the RECBC provides continuing education for strata managers who are interested in learning more. Since 2006, the RECBC has published numerous articles for managers on such diverse topics as "Proper Books and Records For Stratas", "The Filing of Liens", "Privacy Guidelines" and "Access to Strata Documents" among many other topics. In addition, since 2011 the RECBC has held annual seminars for strata managers and their managing brokers on such topics as "The Top Ten Strata Manager Complaints" and "Understanding Sections in Strata Corporations". These projects and initiatives will be of significant assistance to those strata managers who want to do their job well. There is no requirement to read the literature or to attend such sessions, but the better managing brokers ensure their staff of strata managers keep up to date.

I'd like to reiterate the statements I made in our February 2014 Bulletin.

VISOA is not against Strata Managers:

- We are against bad strata managers.

- We are against poorly trained strata managers.
- We are against strata managers who do not know the Strata Property Act.
- We are against strata managers who knowingly violate the SPA, or advise their strata clients to violate the SPA.
- We are against strata management companies who don't give sufficient training and supervision to new managers, but simply turn them loose on strata corporations ill-equipped to do the job.

VISOA is in favour of GOOD strata managers.

- We are for well-trained strata managers.
- We are for strata managers who know and understand the SPA.
- We are for strata managers who can give thoughtful and accurate advice on interpretation of the SPA and the duties of the strata council.
- We are for management companies who take an active part in the training and supervision of their management agents.

Last year, I was invited by the RECBC to join a volunteer committee, the Strata Management Advisory Group (the "SMAG"). The SMAG was created to provide the RECBC with expertise in relation to the management of strata corporations. It is also a vehicle by which industry representatives with specific interests in strata management are able to bring industry concerns or recommendations to the attention of the RECBC. The RECBC values input from the committee and I was honoured to be able to bring VISOA's concerns to the table.

If you have any comments, positive or negative, on strata managers or their education, training or discipline, please email me at president@visoa.bc.ca

Privacy Matters



This is a monthly column, where we will answer your questions on privacy-related matters in your strata. If you have any questions please email us at editor@visoa.bc.ca

Based on questions that came up at our June seminar on document storage, we sought out the answer to this question:

Does a strata's (password protected) website for document storage need to be a BC-based server? Many stratas use such a website and upload their documents so that owners can access documents and print their own copies, and may also use a "gmail" or other mail

account for strata business. If the strata's records are stored in a US-based cloud server, are they properly and securely stored?

Answer:

There is no requirement under PIPA for private institutions to use BC or Canadian based servers for their data (email or documents) - only public ones. Clients should be notified that information is being stored on American servers and that it should be an opt-in process. There is nothing else required.

Dear Macleans: Condo Hell?

By Sandy Wagner

In the April 22nd issue, Maclean's Magazine ran an article entitled "Condo Hell" (<http://www.macleans.ca/society/life/condo-hell/>, or google "Maclean's strata hell"). It showed some of the many problems that can happen in condo life, but in my opinion the article slanted too much towards hell without giving any real solutions.

As the author, Tamsin McMahon points out, condominium (strata) growth is exploding! To add to her statistics, according to the B.C. Assessment Authority's database, strata properties in B.C. in 2013 were 29.1% of all taxable properties, up from 27.7% in 2010 (in some parts of Greater Victoria the number has climbed to around 55% and in Langley, New Westminster and North Vancouver it is over 60%). Strata properties represent 80% of the increase in the number of all properties since 2007. Furthermore, in the lower mainland, strata

properties represent 92.8% of all properties added between 2010 and 2013.

I've lived in a strata home for over 20 years and from my own experience, I can say that, Yes, there have been some hellish moments. For example, my upstairs neighbours a few years back were called "the elephants" for good reason – how a 125 pound woman managed to sound like a linebacker I'll never know! As I've lived in multi-family dwellings most of my life, I may be more tolerant of noise than others, so I didn't write a formal complaint to my strata council. Other neighbors did, the council sent the rental suite's owner a notice of the complaint, and shortly thereafter the tenants were evicted. I can't say how I would have handled it if the disturbance had come from the owner and not a tenant. BUT it has not all been hell! I would not have stayed here if it were.

In my work with VISOA, we hear more of your problems (hell?) than we do of your pleasant strata situations, but we know plenty of those pleasant stratas do exist! Just look at our Helpline stats as a starting place: two-thirds of our calls/emails are from councils and individual owners concerned with clarifying the SPA and bylaws or some other regulatory or procedural issues. While some could be based on potential complaints, this suggests that the owners and councils were attempting to "do the right thing" through such clarification to prevent a problem in the first place.

Only one-third of our Helpline contacts are for actual complaints (owner vs. council, council vs. owner, or either vs. a property manager), and even then, when the law is explained to them, most issues seem to be resolved. Over a year, it

Continued on page 13

CleanDryerDucts.com

"Lack of maintenance is the #1 cause of dryer fires"



Serving Strata Properties on Vancouver Island since 1998



Contact: TSS Cleaning Services
info@CleanDryerDucts.com
250-729-5634 1-866-447-0099

We all know that everything is getting more expensive... Groceries, Gas, Utility Bills, Taxes, Housing Costs...

It seems the only thing not going up is our incomes....

BC Legislation requires a Depreciation Report and your insurance company requires an insurance Appraisal... Bell Appraisals has completed thousands of reports and our service and attention to your personalized needs is second to none...

When you need an insurance appraisal or depreciation report completed, call us for your free no obligation quote...

We Will Save You Money.

Bell Appraisals *bell.appraisals.consulting@gmail.com*
250-514-3486 *www.bell-appraisals.ca*

becomes obvious to the Helpline Team which stratas continue to be dysfunctional because the various writers keep hammering at issues in the hope that the response will “prove” that they are right. Too often, such cases wind up in lawyers’ hands when they don’t need to.

However, the low percentage of real complaints suggests that either there are quite a few of you who may be suffering in silence, or that the vast majority can live with contentious matters that do crop up and try to resolve them in an equitable manner themselves.

Human nature being what it is, extreme examples such as the “Jordison” case in Surrey cited by McMahon will always arise. However, most of the cases in the Maclean’s article were likely the result of three failings:

- no bylaw in place to handle a problem behavior
- owners not following the bylaws
- strata councils not fulfilling their

obligation to enforce the bylaws

Remember, the strata council’s primary objective in bylaw enforcement should be to change the unacceptable behavior, not to collect massive fines!

This is how they might have been handled to avoid the “hell”.

- Noisy upstairs neighbours, dance studio – was there a bylaw on the books about requirements for sound-insulating underlay for wood floors? The strata corporation (i.e. the owners) should have foreseen that this could eventually become a problem and put a bylaw in place to avoid the initial complaint. Even if there was not such a bylaw, the strata council should have taken the noise complaints seriously from the beginning. Then – when the upstairs neighbor moved out and the new neighbor was a dance studio – again we must ask: was there a bylaw on the books forbidding business operations in the apartments? When your strata has such a bylaw, such

problems would not have arisen.

- Abbotsford condo meeting – when a strata council meeting or AGM degenerates into name-calling, the President must control the meeting. If President is unable to do so, perhaps he/she is not the right person to preside over your meetings: maybe you need to elect someone who can.
- Montreal babies banned from pool – the wording of the bylaw was the problem: I question whether this strata had their bylaws reviewed by a lawyer. No doubt the intent of the bylaw was to avoid diaper “accidents” in the pool, but, as the strata found out when the Human Rights Tribunal intervened, banning babies is not the way to do this. A person of any age can have a pool accident and a bylaw requiring owners to be responsible for the costs associated with pool cleanup would be the way to handle this, combined with a short-term ban on the use of the facility for repeat offences if the legislation permits it.
- Montreal noisy child – if the complainer wished to live in a child-

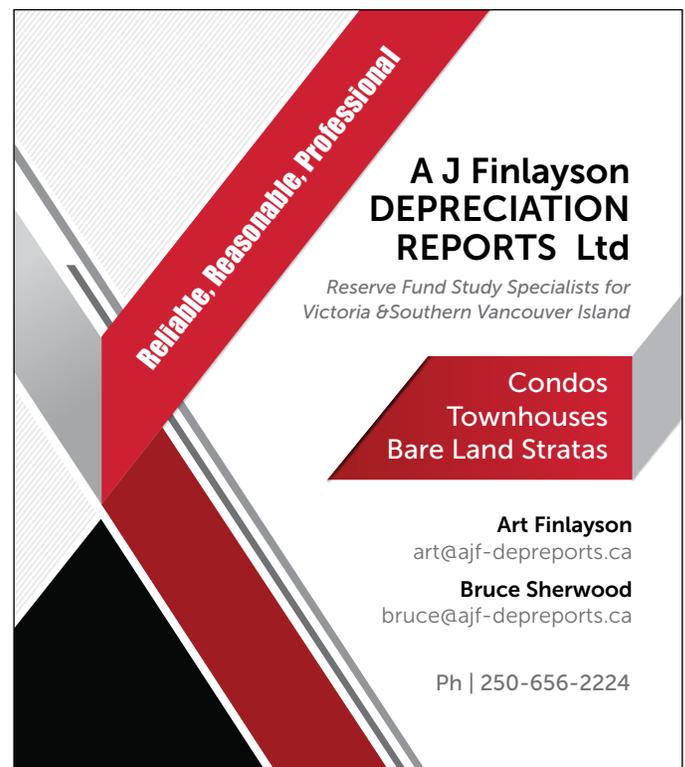
Continued on page 14



Island Savings has exclusive packages for strata owners and managers.

Visit iscu.com/strata for the exciting details.

Island Savings



Reliable, Reasonable, Professional

A J Finlayson DEPRECIATION REPORTS Ltd

Reserve Fund Study Specialists for Victoria & Southern Vancouver Island

Condos
Townhouses
Bare Land Stratas

Art Finlayson
art@ajf-depreports.ca

Bruce Sherwood
bruce@ajf-depreports.ca

Ph | 250-656-2224

free building, he should have bought into such a condo in the first place. It is sad to read that he resorted to harassment with his complaints, but even more upsetting to hear that the legal bills totaled \$315,000. We can only hope the strata sued the complainer to get the owners' share back. (But that's an entirely different discussion!)

- Abbotsford residents' vandalism and egg-throwing – I really won't dignify this childish behavior with much more than this: If the incidents are merely your suspicions with no proof, no action can be taken. You must document incidents of nuisance, then write a formal complaint to your strata council; and strata councils – Please! Enforce your bylaws!

- Calgary burst pipe – in BC, unless the Standard Bylaws have been modified, the owner would be responsible for the strata's deductible. Look to your bylaws and avoid the fight.

- Christmas decorations, hot tubs, trampolines – in these three cases, human rights tribunals had to make rulings after owners complained their stratas were violating their rights. In these cases, the strata should have had an objective discussion and ask how they really believed the tribunal would rule. If you can imagine an impartial reason why the tribunal would rule against the strata, then save yourself the fight and just make whatever accommodation is practicable – explained to the rest of the owners in an SGM if necessary.

- Dog exceptions – the strata council does not have the authority to make individual exceptions to the bylaws. In this case there seems to have been a bylaw with steps and standards for exceptions, which were followed. Never mind that the owner had her dog for 17 years, the strata council followed the bylaw and unfortunately for that owner, that's the law. You can't fault the council for following the law that the owners themselves have created.

- Calgary high fines – as I said earlier, the intent of bylaws and the threat of fines is to regulate behavior, not to create an income source for the strata. Having the threat of large fines seems to have worked in this example, as the owners comply with the bylaws knowing that the alternative is a huge fine. Although BC's maximum fines are lower than the Calgary example, the point is this: enforce the bylaws evenly, consistently and openly and you will achieve the behavior your strata desires.

The Maclean's article stated: *Boards don't often realize that strict rules, like bans on children or pets, can actually lower property values, since they shrink the pool of prospective buyers.*

Concerns over the "effect on the pool of potential purchasers" for units in your strata should be part of the discussion before you have your ¾ vote for a bylaw. Some people won't buy into a condo which does not allow pets: others won't buy into a condo because it *does* allow pets! And of course a bylaw that isn't working can be changed, if the owners desire the change.

Continued on page 15

MOSS CAN DAMAGE YOUR ROOF
EXTEND YOUR ROOF'S LIFE

Spray & Forget
MOSS REMOVAL

Visit sprayandforget.ca
for more information

NO RINSING REQUIRED
ECO-FRIENDLY
BIODEGRADABLE
EASY TO APPLY

Removes
Moss, Mold,
Mildew, Algae
& Lichen

INDUSTRIAL PLASTICS & PAINTS

776 Cloverdale Ave at Oak St.
250-727-3545
APPLICATORS AVAILABLE

Unity Services Corporation



*You have your Depreciation Report in hand...
NOW WHAT??*

- Annual Maintenance Planning
- Long Term Maintenance Planning & Budgeting
- Planning & Consulting Services for System Replacement, Renewal & Upgrade Projects
- Owners' Agent/Project Management Services

Call John at 250-893-3445

Web: www.unityservices.ca Email: usc@shaw.ca

'Making Strata Maintenance Manageable'

Author McMahon also stated: *Conflict is inevitable when so many people live so close together. As governments continue to limit the land available for development and Canadians continue to reject the suburbs in favour of urban living, things are likely to get worse before they get better—if they get better at all.*

I completely disagree with the latter part of this statement – and I think most of you, our members do as well. As I said earlier, in spite of some troubled times in my own strata, I would not still be there if the overall situation was one of continuous conflict. The benefits of strata life, for me, outweigh the possible problems.

- Lower cost per square foot
- Amenities I couldn't pay for on my own
- Secure entrance
- Added security of having over 100 other pairs of eyes keeping watch
- Low personal involvement with maintenance
- Neighbours to socialize with, as much or as little as I choose.

I'm sure each of you, no matter what problems come up in your strata, can name many such positives as well.

Finally, I must say I agree completely with these statements in the Maclean's article:

One of the biggest sources of conflict in condos stems from the fact that developers pitch buyers on the benefits

of a worry-free lifestyle without all the responsibilities of home ownership. While it's true that condo living usually means that owners pay maintenance fees so that someone else can shovel the driveway and mow the lawn, that act of sharing general household expenses with your neighbours creates its own set of responsibilities.

As thousands of homebuyers flock to condos for the promise of affordable home ownership and carefree living, they're learning that life in a condominium is far different from the suburban houses where so many of us were raised.

This is so true – too often first-time condo owners do not understand what they are buying. We at VISOA provide education for strata owners – our mandate does not include potential purchasers at this time. Not many sources are providing any real “common sense” information about the realities of strata life. (Our sister website beforeyoubuyacondo.com is one of the few, along with a few savvy realtors).

What the author failed to emphasize is that it is NOT the board/council, but the strata corporation – which consists of *all the owners* – who create the bylaws. Thomas Jefferson is credited with saying “*The government you elect is the government you deserve.*”

Some councils can indeed become dictatorial. But the owners have only themselves to blame for failing to exercise their democratic rights and responsibilities by understanding the law, ensuring that all their bylaws are appropriate to their community in accordance with

Continued on page 16

rjc Read Jones Christoffersen
Consulting Engineers

Protect Your Investment

We have been assisting Stratas for over 10 years in British Columbia, and 20 years across Canada in developing their Depreciation Reports as well as in the maintenance of their buildings.

- > Depreciation Reports
- > Roofing Assessments
- > Building Envelope Condition Assessments
- > Balcony Assessments
- > Structural Assessments
- > Project Administration

Our network of offices provides clients with the depth and resources of a large national organization, while allowing the service and accessibility of a local firm.

Contact Us:
Victoria: 250.386.7794 • victoria@rjc.ca
Nanaimo: 250.716.1550 • nanaimo@rjc.ca

www.rjc.ca

65 years of excellence since 1953
Practical results. Innovative thinking.

Vancouver • Victoria • Nanaimo • Calgary • Edmonton • Lethbridge • Kitchener • Toronto • Kingston

We specialize in managing smaller stratas and co-ops

- Self managed and struggling to keep up with the changing legislation?
- Suffering from strata council “fatigue”?
- Current management fees have gone sky high?
- Small strata (under 25 units) can't find management for a reasonable fee?

Sound familiar?
We can provide customized, reliable service at an affordable price.

OAKWOOD
PROPERTY MANAGEMENT LTD.

carol@oakwoodproperties.ca 250-704-4391

President's Report



Sandy Wagner

This will be a short president's report – I have already been overly long-winded in this edition of the Bulletin. We have 4 articles in this issue:

- "Community Association Issues – Where Did Everything Go" was originally written for Florida residents, but the ideas apply equally to us here in BC so I asked for the author's permission to revise it to include BC terminology and reprint

it for you.

- "Good Samaritan Act" was written by VISOA's Helpline Volunteer, Gloria Martins. Gloria's Helpline responses show that she really cares about the problems our members encounter, and goes out of her way to respond with equal care.

- "Strata Managers, The Good, Bad, Ugly" is a followup to our three previous Bulletins' articles on strata managers.

- "Condo Hell?" is a response to the much-publicized article in April's Maclean's Magazine, showing a more balanced point of view.

As your association's President and editor of this Bulletin, I feel it was

my duty to respond to Maclean's, as many of you wrote telling me of your well-run stratas and didn't think "hell" was an apt description. This article will be forwarded to the author of the original article for her edification; and the article on strata managers will be forwarded to the Real Estate Council for their information.

Please check our website for details of our Fall 2014 Seminars and Workshops; while you are there please check out our new Business Members.

Thanks for your continued support.

Sandy Wagner

president@visoa.bc.ca

Dear Macleans: Condo Hell?

Continued from page 15

that law and especially in electing an effective and knowledgeable council who will enforce the bylaws "honestly and in good faith" and manage the financial affairs of the strata corporation to the best of their ability. If the council will not or cannot perform in that manner, it is the owners who must rectify the situation by finding others in their community who will.

Every owner and council member should keep uppermost in their minds the following excellent adage ascribed to a very experienced property manager: "Follow the Law and You Won't Go Far Wrong."

.....
Exerpts from Maclean's used with permission. Maclean's associate editor Tamsin McMahon covers business and the economy.

Previously she has written about crime and politics for several Canadian newspapers and has been nominated for a Michener Award and a National Newspaper Award.

~ DISCLAIMER ~

The material in this publication is intended for informational purposes only and cannot replace consultation with qualified professionals. Legal advice or other expert assistance should be sought as appropriate.

VISOA is pleased to welcome these new Business Members See our website for more details on all our Business Members

FIDU (FIDUCIARY STRATA SYSTEMS)

brings a new and unique solution to strata management in British Columbia. FIDU combines expertise in strata management with a complete set of online tools to deliver an affordable strata management solution to assist self-managed strata and active councils in managing their corporations. Check out their website at www.fidu.ca, and for more information contact info@fidu.ca or 778-551-3349.

MORRISON FINANCIAL provides a unique financing product to strata corporations who are faced with unexpected extraordinary expenses in relation to the repair or maintenance of common property. Since 1994, CondoCorp Term Financing™ division has offered strata corporations a solution for exactly these circumstances, and allows stratas to pay large repair or maintenance bills over time, in manageable monthly installments. For more information contact csmith@morrisonfinancial.com or call 416-391-3535 ext.115.

NORMAC APPRAISALS LTD. Normac was founded in Vancouver in 1998 and has expanded to include most of Western Canada. Services include appraisals,

depreciation reports, warranty reviews and building condition assessments. Normac is bringing this service to Vancouver Island and can be reached at their Vancouver office. For more information check out their website at www.normac.ca, email info@normac.ca, or Toll Free 1-888-887-0002.

PRO SHOP MUSIC CENTER, SOUND AND LIGHTING.

Through his business in Victoria, Jack Paulo (owner) provides on-location sound and lighting services for events ranging from board meetings to large AGMs and weddings in the Greater Victoria area, and to other Island locations by request. The company provides a full range of music store services including lessons, rentals, repairs and sales, and can be reached at www.proshopmusic.com or 250-361-1711.

These businesses have chosen to support our member strata corporations and owners by joining VISOA's growing group of Business Members. We encourage all our members to return the support we receive from the business group by including these businesses in their consideration for provision of services for their corporations.