Canadian Condominion Institute

Vancouver Chapter

Level 101Condominion Course



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# Introduction – The Basics for Strata Council Members

## Introduction

Congratulations on becoming a strata council member! Council members make a significant community contribution and this course will improve the level of professionalism you can offer to your community. This introductory course offers insight into the basics of strata corporations and is recommended in conjunction with other courses offered by the Canadian Condominium Institute. Various strata experts will be sharing their knowledge and drawing on their real-life experiences. Essential operational concepts are presented to provide structure and insight into the role of strata council members.

## Learning Objectives

Upon completion of this session, participants will have a basic understanding of the following:

* Governance and strata terminology
* Strata council members responsibilities
* How strata corporations are managed
* Basic financial overview
* Legislation that affects strata corporations

## Strata Terminology

The following terms are industry specific and should be referred to regularly. However, terms may vary according to particular strata documentation.

|  |  |
| --- | --- |
| **Strata council:** | The governing body whose responsibility it is to ensure the smooth running of the strata corporation. The strata council members are generally elected by, and from amongst, the owners. |
| **Bylaws:** | One of the governing documents for the strata corporation which supplements the Act, covering the day-to-day operational aspects of the strata corporation, and outlining the responsibilities of the strata council members. Bylaws can be created or revoked by a vote of the owners and must be registered in the Land Title Office. |
| **Common Property**: | Refers to all of the property of the strata corporation excluding the strata lots (e.g. recreational facilities, hallways, elevators, etc.) |
| **Strata Property Act**: | In B.C., this is the legislation that creates strata corporations and outlines how they are to be administered. |
| **Strata Lot:** | A type of property ownership, not a particular style of building. In a strata corporation the owners own their strata lots in fee simple strata lots as well as an interest in the common property. There are different types of strata corporations in which strata lots are located including townhouses, apartment style, free standing, leasehold and bare land strata corporations. |
| **Strata Corporation:** | A strata corporation is a legal entity that is created at the time of registration, and whose members are the building owners. The mandate of the strata corporation is to manage the property and any other assets of the strata corporation, which is done through the election of a strata council members. |
| **Limited common property**: | This is common property used exclusively by one (or more) designated owners such as balconies and terraces, parking spaces and storage lockers. Owners may have some repair and maintenance obligations as will the strata corporation. |
| **Maintenance Fees:** | A monthly payment made by each unit owner to cover the maintenance of common property and other common expenses. |
| **Contingency Reserve Fund**: | The strata corporation must establish and maintain at least a contingency reserve fund (CRF). The CRF can only be spent for the purpose of major repair and replacement of the common property and assets of the strata corporation. The strata corporation collects contributions from the owners as a part of the owners’ contributions to the operating budget. |
| **Depreciation Report**: | This is a report that recommends the contributions to be collected from owners that will be adequate to fund the cost of future major repairs and replacement of the common property and assets. A depreciation report will include an inspection, by qualified persons, of the common property areas, and dialogue with the strata council members and property manager. Most strata corporations follow one of the cash flows recommended on the depreciation report. |
| **Rule:** | A rule can be passed by the strata council members and generally relating to the appropriate use to be made of the common property strata lots by owners, tenants and others. A rule takes immediate effect, but must be ratified at the next special or annual general meeting by majority vote, or else it ceases to have effect. |
| **Special Levy:** | A fee paid by all owners to cover extraordinary expenditures when the strata corporation does not have sufficient funds. |
| **Form B:** | A written statement that prospective purchasers of a resale unit should request, which contains pertinent information that may influence the closing of a real estate or financing transaction. |

**NOTES**

# Getting Started as a Strata Council Member

## History

Strata corporations are not a new concept. In one form or another, they have been around for thousands of years. Many of the citizens of ancient Rome lived in condominiums, and one supposes that Nero’s fiddling while Rome burned would likely have been a breach of his condo’s nuisance/noise rules. The great walled cities of medieval Europe and England also contained many condominium residences.

The first quasi-condominium in Canada was created in Toronto around the turn of the last century when a two-floor apartment building was divided and sold to several owners, who then signed an agreement to co-operate in the upkeep of the building structure.

The first true condominiums in North America were built in Puerto Rico in the 1950’s and shortly afterwards in New York City. The state of New York was the first US state to enact condominium laws in 1964. Alberta enacted condominium legislation in 1966 and Ontario in 1967. Now all provinces of Canada have some form of condominium legislation. In British Columbia, which has a different method of recording title to real estate, stratas are known as “strata corporations” and in Quebec they are called “syndicats de copropriété ” (syndicate of co-ownership).

### The Strata Property Act, 1998

The 1998 legislation was given Royal Assent on July 30, 1998, and replaced the *Condominium Act*. It was proclaimed into force on July 1, 2000.

The *Strata Property Act, 1998* (the “Act”) contains 293 sections (with hundreds of sub-sections) and is supplemented by approximately 75 regulations and prescribed forms. Virtually every aspect of strata law and administration is affected by the content of the *Act* and its supporting regulations.

### Statistics

While the numbers are constantly changing there is clear trend in B.C.; B.C.’s urban markets are being dominated by the construction of multi-residential homes. Today B.C. has approximately 40,000 strata corporations of all shapes and sizes (a strata corporation can consist of two strata lots in a duplex) across the Province.

## Strata Ownership and Types

The term “strata” describes a method of owning property where individuals acquire dwellings, referred to as “strata lots” that are located within a multiple unit housing development called a “strata corporation”. Strata corporations can be residential, commercial or mixed use in purpose.

Strata corporations are comprised by or divided into strata lots and strata lots common property, Property. When an individual acquires a strata lot, they also obtain an interest in the common areas, called the common property and common assets, which they own collectively.

The percentage of ownership in the common property that attaches to each unit is set out in the schedule of unit entitlement for the strata corporation. The schedule of unit entitlement is the document that is registered along with the strata plan that is used to create the strata corporation as a legal entity.

The word “strata corporation” and its abbreviated version “strata” or “condo” are also frequently used to describe a type of building or home. For example, “I just bought a condo in Florida.” While this may or may not be technically incorrect, such usage is common.

**Figure 1:** How the Property Is Owned

STRATA LOTS

Strata lots can include

* Residential strata lots
* Parking strata lots
* Commercial/Retail strata lots
* Bare land strata lots

COMMON PROPERTY

Ordinary Common Property include:

* Everything that is not a strata lot or an limited common property exclusive use but that is in the property boundaries of the strata corporation

Limited Common Property can include:

* Parking spaces
* Storage lockers
* Patios/decks
* Balconies
* Yards

ASSETS

Assets can include:

* Cash
* Investments
* Residential strata lots such as guest suites or a superintendent’s unit
* Parking or storage strata lots
* Equipment and vehicles
* Furniture and electronics

Stratas can own, acquire, encumber and dispose of real property and personal property (i.e. assets) subject to the requirements of the Act.

Strata Corporations may be constructed as phased developments, as leasehold developments or as bare land developments. Regardless of the “type” of strata corporation, they are all governed by the Act and by the bylaws and rules enacted by the strata corporation. Of these types, the ones that are least often seen are:

1. *Bare Land Strata Corporations*

Bare land strata corporations are those where there are no buildings or structures on the strata lots at the time the strata plan is deposited in the land title office. This allows the developer to build the individual dwelling when the bare land strata lots are sold. The developer may choose to permit the purchaser or other builder to build the dwelling unit.

There may be a statutory building scheme that is deposited in the land title office or prescribed by the Municipal Government that approved the development that will bare set out restrictions with respect to the type, design and maintenance requirements for the strata lots. Bare land strata corporations must maintain the common property and repair them after damage while the owner of the strata lots must maintain them including the structures and repair them after damage. Purchasers will require typical home insurance, as opposed to a standard strata contents and unit package, as the Act provides that the owner of the unit has the obligation to insure the unit and any structures on the unit.

1. *Leasehold Strata Corporations*

A leasehold strata is a strata developed on land that is not owned by the strata or its owners, but is leased from an owner pursuant to a ground lease. Leasehold stratas are expected to be more affordable because the land cost component is amortized over a period of time up to 99 years. This option also provides landowners who cannot sell their land by virtue of their charter to utilize their assets for gain i.e.; governments, churches, universities, hospitals, etc.

# The Council’s Responsibilities and Governance

The Actis legislation created largely as consumer protection legislation designed to protect the rights of owners. As such, it has many sections setting out minimum standards for purchasing condominiums, selling condominiums, financial management, insurance, maintenance and repair, bylaws and rules. The government recognizes the need to protect owners’ interests and to provide rights and guarantees to prospective owners. This legislation is what makes condominium ownership a viable housing option. Strata council members should become familiar with the structure and process of the Act. This section reviews the strata council members’ responsibilities and the governing documents that secure the rights and expectations of the owners and residents.

A strata corporation is governed by an elected strata council, typically drawn from the unit owners. The decisions of the strata council are not generally subject to owner approval unless the Act specifically requires the owners’ involvement, such as when the strata corporation wishes to borrow money or make a significant addition, alteration or improvement to the common property, all of which are discussed in other CCI courses.

The strata corporation’s bylaws set out the minimum and maximum number of strata council members. For example, under the Standard Bylaws, there must be at least three and no more than seven individuals.

A councils’ role and responsibilities are not subjective; they are clearly identified in the Act and it is the Act that should be referred to for guidance.

Section 3 of the Act states that “Except as otherwise provided in this Act, the strata corporation is responsible for managing and maintaining the common property and common assets of the strata corporation for the benefit of the owners”. At Section 26, it furthers states that “the council must exercise the powers and perform the duties of the strata corporation, including the enforcement of bylaws and rules”. It is suggested that a council member should read section 3 at least annually as a reminder of their purpose as a member of council, for often the purpose gets lost in the politics and social fabric of the community.

It is also suggested that that all council members read Sections 31 to 34 of the Act. These sections set out the council member’s standard of care (Section 31), the procedure for disclosing and dealing with conflicts of interest (Section 32), the procedure for making council members accountable when they are in a conflict of interest (Section 33) and the procedure required before remuneration can be paid to council members (Section 34).

Section 31(a) stipulates that, “In exercising the powers and performing the duties of the strata corporation, each council member must act honestly and in good faith with a view to the best interests of the strata corporation.” Acting “honestly and in good faith” encompasses many things, such as an honest belief in the action one takes, the absence of malice and the absence of intent to defraud or to seek an unconscionable advantage over another.

Acting in the best interest of the strata corporation involves a fiduciary duty which is often misunderstood. A fiduciary is a person who has agreed, or has undertaken, to act for, or on behalf of, or in the interest of, another person in a manner that will affect the interest of that other person in a legal or practical sense. In common law, strata council members of business corporations have long been held to owe a fiduciary duty to the corporation itself. Similar considerations apply to strata corporations. A strata council member does not owe a fiduciary duty to individual unit owners, but does owe this duty to the strata corporation.

A council member upholds and abides by the decisions of the council even if they individually did not vote in favour of the decision. This is a very challenging duty as personal feelings are hard to ignore. A successful council speaks as a complete unit regardless of a split decision. The owners never need to know the split and who was for or against, as it is irrelevant.

The Act requires that not only must strata council members act, “honestly and in good faith”, but they must also, “Exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances”. This is identical to the standard of care imposed upon the strata council members of Corporations under the *BC Business Corporations Act*. This is an objective standard, as it relates to strata corporation administration, that the degree of care of a council member in one strata corporation may be compared to the degree of care exercised by strata council members in other strata corporations who are faced with similar circumstances.

The Courts in BC have generally found that if, in making a decision, the strata council members rely on the opinion of a lawyer, engineer, auditor or other individual whose profession and experience lends credence to their opinion, strata council members cannot be held liable if the decision that was based upon that opinion does not turn out well. Conversely, if a council makes a decision that is contrary to a professional opinion received, and the outcome does not turn out well, a risk may ensue that the council members acted in a manner that is contrary to that of a reasonably prudent person.

In short, when in doubt, a council should make use of the best resources available to it through the property manager, solicitor, engineer, auditor, etc. Good governance includes making informed decisions, taking proactive measures to rectify existing or potential problems, having organized and timely council meetings, reviewing financial/banking documents, and taking advice provided by professionals. Bad governance can result from ignoring problems, not obtaining professional advice, ignorance about or disinterest in the affairs of the strata corporation, putting other interests ahead of the interests of the community and not adhering to the standard of care required of a council member.

Section 33 says that a strata corporation or an owner can apply to the court for relief if a council member fails to comply with the conflict of interest procedures in Section 32. If the court finds that the transaction was unreasonable or unfair, the court can do one or more of the following things:

* 1. set aside the contract or transaction;
  2. require the council member to compensate the strata or any other person for a loss arising from the contract or transaction;
  3. require the council member to pay to the strata any profit the council member made as a consequence of the contract or transaction.

This is why it is important for council members to disclose conflicts and follow the procedure set out in Section 32. A council member with a direct or indirect interest in a contract or transaction with the strata corporation, or with an interest in a matter before the strata council that could create a duty or interest that conflicts with the council member’s duty under Section 31, is required under Section 32 to disclose the conflict, abstain from voting, and leave the strata council meeting while the matter is discussed except insofar as the strata council requests the council member in conflict to provide information.

Some obvious examples of conflicts or situations where a member may have an interest that conflicts with their duties under Section 31 include a decision before council which could profit a council member or where the council is deciding whether to fine another owner and the complaint came from a member of the council. In those circumstances the member must disclose the conflict, abstain from voting and leave the meeting.

However it can sometimes be difficult to discern what is a direct or indirect conflict of interest under Section 32 of the Act. After all, every council member as an owner has an interest in every decision the council makes. However, that obviously does not make every decision subject to an indirect conflict under Section 32 otherwise council would have no ability to get anything done.

When in doubt, the safest course may be to follow Section 32 by discussing the conflict with the rest of the council and let them make the decision in your absence. Alternatively, the council and/or member should seek legal advice.

## Bylaws, Rules and Policies

The Act provides the strata corporation with the ability to create by-laws and rules. The documents have a hierarchy:

* 1. The Act
  2. The Bylaws
  3. The Rules
  4. Policies

### Bylaws

Bylaws are generally put forward by the strata council and must then be approved by owners representing at least 75% of all the units within the strata corporation at a general meeting. The approved bylaw must then be registered at the Land Title Office in the general index for the strata corporation before it becomes effective. The same process must be followed to repeal or amend the bylaws.

Bylaws set out the basic organizational and administrative functions of the strata corporation, including the duties of its strata council provision for calling owners’ meetings and provisions for the election and qualification of the strata council. Bylaws may also provide for the use and occupation of the units and the common property. They may include the normal requirement for residential strata corporations that owners may not operate a business out of their unit, or restrictions on pets or residential rentals. Bylaws also often divide the repair and maintenance obligations of the common property and the units between the unit owner and the strata corporation.

Bylaws cannot be contrary to the Act, the regulations to the Act, the BC *Human Rights Code*, or any other enactment or law.

In addition to those discussed above, bylaws can also be made to regulate many other aspects of the life and governance of the strata corporation including, but not limited to:

* + - defining the method for collecting common expenses and dealing with default in payment
    - regulating council meetings, the form, quorum and functions
    - increasing the percentage of units that provide quorum for the transaction of business
    - governing the appointment, remuneration, functions, duties, resignation and removal of agents, officers and employees of the strata corporation
    - transferring the obligation of payment of the insurance deductible portion of an insurance claim from the strata corporation to the owner who causes the claim
    - governing the maintenance of the units and common property
    - restricting the use and enjoyment that persons other than occupants of the units may make of the common property and assets of the strata corporation
    - governing the management of the property
    - governing the use and management of the assets of the strata corporation
    - delegating further duties of the strata corporation in addition to the duties set out in the Act
    - establishing procedure with respect to the mediation of disputes or disagreements between the strata corporation and the owners
    - governing the conduct generally of the affairs of the strata corporation;
    - creating “occupancy standards” for the units (for instance, limiting the number of people who may reside in a unit)
    - prohibiting excessive noise or other nuisances, and prevent unreasonable interference with the use and enjoyment of the common property or units

### Rules

A strata corporation may also pass rules which govern the use, safety and condition of the common property and common assets property.

Rules are developed and approved by the strata council and then distributed to all owners. Rules must be ratified by a resolution passed by a majority vote at the first annual or special general meeting after they are made or else they cease to have effect.

Rules must be reasonable and consistent with the Act the regulations to the Act, the BC *Human Rights Code*, or any other enactment or law, as well as the bylaws. Where there is a conflict between a rule and a bylaw, the bylaw prevails.

Most strata corporation rules contain provisions that govern parking, prohibit storage of commercial vehicles, boats, trailers and similar equipment/vehicles, control the use of swimming pools, spas and other recreational amenities, govern the use of elevators for moving and the use of barbeques on balconies or patios which are common property.

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### Policies

The Act, its regulations, the bylaws and rules provide a governance framework which the strata council must abide by. However, policies are what every strata corporation requires to ensure continuity of process and application of procedures.

For example, a strata corporation should have approved policies for collection of fees, employee benefits, protecting private information, and the heat on/air conditioning off schedule, amongst other areas. Think of a policy as setting the process. The lack of an approved and written policy can easily create misunderstandings and conflict between the strata council, the owners and the property manager. Without a policy on how the strata council expects fees to be collected, as an example, the property manager will carry out the task in the best way they know. However, without an approved policy on arrears collection, issues will arise if there are differing presumptions on how the process is to be handled.

Creating a policy manual setting out the decisions of the strata council with respect to process is most useful when the strata council changes as processes are supported by prior recorded decisions.

It is important to note that policies are not enforceable against strata corporations or individual owners in the same way that bylaws or rules are. Bylaws and rules will also govern in the event of a conflict with a policy or procedure. If the council wishes to enforce a particular policy or procedure they should consider adopting the policy or procedure as a rule or bylaw.

See Appendix 1 for sample policies.

### Enforcement of Bylaws and Rules

Owners and the strata council have the right to insist that all unit owners, tenants or occupants comply with the governing documents of the condominium complex. Written bylaw infraction notices should be provided promptly when the strata council is made aware of non-compliance. In most instances, such notices correct the non-compliant behaviours.

The strata may issue a fine in accordance with the Act and its bylaws if further deterrence is required.

If notices and fines are ineffective, there are a variety of dispute resolution procedures available to strata corporations through arbitration, the Civil Resolution Tribunal, Provincial Small Claims Court and the Supreme Court.

A full discussion of how to legally enforce the bylaws and rules are the subject of other courses.

## Strata Council Functioning

The strata corporation’s bylaws will guide you to understand the process required for calling and holding council meetings. The bylaws may provide specific guidance on regularly scheduled council meetings as well as the type of business to be dealt with at such meetings. Any council member may call a council meeting by giving the other council members at least one week’s notice of the meeting, specifying the reason for calling the meeting, unless all council members consent in advance of the meeting, or there is an emergency.

Furthermore, according to the Standard Bylaws, the council must elect a president, vice president, a secretary and a treasurer from amongst themselves. The same person may hold more than one office.

The strata corporation’s bylaws will set out any other officer’s positions that a council member may consider. The usual practice for a three member council is to have a President, Secretary and a Treasurer, a five member council to have a President, Secretary, Treasurer, and two Vice Presidents or a Vice President and a member-at-large.

## Annual General Meetings (AGM)

The AGM is different from a special general meeting as the meeting content and timing is legislated whereas special general meetings can be for many other purposes and may be called at any time. AGMs are covered in the CCI- Level 102 course in more detail.

The AGM must be held within 2 months of the end of each fiscal year-end. Practically speaking, the meeting is most often held in the 1st or 2nd month after year-end to provide enough time to prepare the agenda and assemble all the required financial documents.

The agenda for an AGM may include other items of business, but is required to include the approval of any previous owners’ meeting minutes not yet approved, financial statements, and the election of strata council members.

The notice for an AGM or special general meeting must be in writing and specify the place, date and time of the meeting as well as the business to be dealt with at the meeting. The AGM notice must include a proposed budget. AGM and special general meeting notices must include all proposed changes to the bylaws, rules or special resolutions to be dealt with at the meeting.

A quorum for an owners’ meeting requires that eligible voters holding 1/3 of the strata corporation’s votes be present, in person or by proxy, unless there is a different bylaw passed by the strata corporation.

A strata corporation may pass a bylaw stating that if the strata corporation is entitled to register a lien against a strata lot for unpaid strata fees or special levies, the owner may not vote or count towards quorum. The strata corporation must have followed the sections of the Act regarding payment demands and lien filing. If such owners pay their arrears before the meeting is held, they will be entitled to a vote. Voting is done on the basis of one vote per unit; if there is more than one owner of a strata lot, and they cannot agree, the vote will not be counted.

A majority vote is the default threshold for decisions at general meetings of a strata corporation or a section, under Section 50. A “majority vote” is defined in s. 1(1) of the Act as a vote in favour of a resolution by more than one-half of the votes cast by eligible voters present in person or by proxy, and who have not abstained from voting. Thus, an abstention drops the threshold for passage of a resolution.

In other circumstances specified in the Act, a “¾ vote” or unanimous vote may be required. A “¾ vote” is defined in s. 1(1) as a vote in favour of a resolution by at least three-quarters of the votes cast by eligible voters present in person or by proxy, and who have not abstained from voting.

A “unanimous vote” is defined in s. 1(1) of the Act as a vote in favour by all votes of all eligible voters. This means that all eligible voters must vote in favour in person or by proxy for a unanimous resolution to pass.

The use of proxies for all matters requiring a vote is permitted. Anyone can be a proxy. The proxy can also be general or specific to a meeting or resolution. The only requirements are that the proxy be in writing, signed by the owner, and that the proxy has not been revoked by the owner.

No votes can be taken at a meeting on any matter, other than “routine” procedural matters unless the matter to be voted on was “clearly” disclosed in the notice. However, any owner is entitled to “discuss” any matter relevant to the affairs of the strata corporation.

The notice of the meeting should be issued no later than the 20th day before the meeting date to allow for the required 14 days’ notice of meeting to the owner. All registered owners whose as at the 20th day before the date of the meeting are entitled to receive notice.

## Owner Expectations, Communications, Complaints

Unit owners generally have a better relationship with the strata council and the property manager if they are kept well informed of decisions that affect their home. Informed does not mean seeking their approval on matters that are not for their approval, but rather involving them in the process. Many corporations have developed tools to accomplish this task. Popular options include email blasts, newsletters, public postings or leaflets.

Corporations should develop a policy to assist homeowners in communicating to the strata council and or the property manager. For example, communication in writing is important to ensure proper follow up. Whether it is a central email address or a suggestion box, owners need to know who and where to send their communications.

Most communications can be dealt with quickly and should be submitted to the property manager in a timely manner for them to respond. Communication that requires strata council input can be acknowledged and put onto the council agenda for discussion.

It is quite normal not to hear from a resident or owner until they have a complaint. Complaints provide information on what needs correcting or attention. If handled properly, the complaint process can be a positive experience for all.

Strata corporation web sites have become more popular for providing a central place to provide information and access to strata documents. However, there will always be a challenge if this is the sole source for communicating, unless all owners are computer literate and have access to a computer, and the website is updated frequently.

Without effective communication, it is difficult for owners to appreciate or understand the costs to operate their community of homes. If they do not understand, they may be prone to form opinions based on miscommunication or incomplete facts which then can lead to conflict. Communication should be reasonably frequent, and the council should seek to avoid surprises to the unit owners.

To discuss service standards and the prices for the various levels of service, strata council members should hold budget information meetings, and town hall meetings to introduce new policy, get owner feedback, and to introduce renovation projects. Owners are far more accepting of changes when they have an opportunity to “buy in”. As such, having town hall meetings to discuss possible bylaw and rule changes almost always give the council a better chance for success when the rules or bylaws are finally presented for approval.

A town hall meeting is a meeting for discussion where there are no official decisions are made, a quorum is not necessary, and official notice is not given. However, an invitation and the agenda should always be at least posted in the building and sent to offsite owners.

# Property Management

This section introduces property management for a strata corporation. Regardless of the type of condominium or the size, all strata corporations need to be managed.

Property management encompasses building operations, financial and legal obligations, and the day-to-day needs of the residents.

It is the strata council that has the responsibility to manage the property and assets of the strata corporation on behalf of the owners. They can accomplish this via different approaches: self-management, direct hired management and contract management.

The owner developer, when preparing the first year operating budget, typically retains a property manager to assist with property management. No later than 4 weeks after the date of the second annual general meeting, this initial property management contract automatically terminates unless it is ratified by a majority vote of the owners. From time to time, the strata council may, by a ¾ vote of the owners, change its property manager or level of property management service.

## Self–Managed

Self-managed refers to where the strata council carries out the management duties. A working Council is definitely more work than a governing one, but can be appropriate in some circumstances.

## Benefits

* + - Perhaps a sense of accomplishment because of the hands-on factor of doing or supervising a project vs. handing it off to a property manager to do/oversee
    - Strata council members and owners will realize and appreciate that it's not the "strata" that should be doing things, covering expenses, etc... “they” are the strata corporation!
    - Can provide a more personal touch vs. a more “business like” approach that professional property managers have
    - May result in a higher level of vested interest in the property for all owners, not just strata council members -- the more owners that have experience on the council, the less there is a "landlord/tenant" mentality
    - May have cost savings (although might not have the “buying power” of professional managed properties)

### Drawbacks

* + - Necessary level of expertise of condominium administration, financial, legal and building maintenance may not be available
    - Potentially higher use of consultants incurring more cost
    - Unit owners may not be comfortable discussing personal issues with strata council members
    - Continuity of records over council transitions may be less effective
    - Enforcement challenges when dealing directly with neighbours rather than through a third party manager
    - Strata council members will have substantial additional responsibility and liability, donating considerable time and effort to fulfill the duties
    - Challenging to purchase adequate errors and omissions insurance for council members

### Direct Hire

Direct hire is when the site manager is hired directly by the strata corporation and becomes an employee of the strata corporation.

### Benefits

* + - Control of salary (vs salary set by management firm)
    - Will have total control of the management function

### Drawbacks

* + - Cost of training
    - Replacement for illness
    - Employer/employee responsibilities can be costly
    - No senior person to turn to when things go wrong
    - Probably need to hire a separate employee/company for accounting services
    - Insurance may be available with a higher premium

### Property Management Contract

A professional management company is often hired by the strata corporation to provide the required site manager and related services.

### Benefits

* + - Time commitment as a volunteer is more reasonable for strata council members
    - Council can focus on governance rather than management
    - Potential cost savings as a result of volume purchasing
    - Senior support for site manager
    - Support for illnesses and absence
    - Established chain of communication
    - Administration, financial and legal knowledge
    - Third party enforcement
    - Improved continuity
    - Errors and omissions insurance provided by the property management company

### Drawbacks

* + - Obligated to follow property management firm overall processes
    - Obligated to use property management banking institution
    - Cannot establish employer/employee relationship and as such final decisions on staff are not made by the strata council members

## Best Practices of Governance

Governing your strata corporation whether self-managed, direct hire or by contract should be a team effort between the designated strata council members (if self-managed) or the site manager and the council. The challenge is to identify which member of the team should take charge of an issue.

So how does the council determine when they should get involved and when they should let the manager or assigned council member handle it? Here is a helpful guide.

First determine if the concern is really a council issue or something better handled by the manager/council member. The council handles issues that;

* + - affect the ***whole*** strata corporation, the manager/council member handles issues that affect individuals
    - dictate what the strata corporation will do – in other words policy, the manager/council member implements the policy
    - are dictated by bylaw
    - are requested by the manager/council member

Unfortunately, many situations are not clear when it comes to responsibilities and it is no wonder conflict exists in the manager/council member relationship. It is important to understand that strata council members do not take action as individuals; they must act as a team. Acting as a team, the council set policies and goals for the manager to implement and achieve. Good communication is key, so that when responsibilities get confused the strata council and the manager can resolve the problems.

The council sets a clear vision for the property’s future, the manager helps achieve that envisioned future. Examples of the division of duties follow:

## Responsibilities and the Council’s Role

| **Responsibility** | **The Manager** | **The Council** |
| --- | --- | --- |
| Supervision | Supervises the operation of the strata corporation consistent with the powers delegated by the council. | Sets the policies for the manager, delegates authority. |
| Planning | Creates a management plan that describes the anticipated operation of the strata corporation. | Approves the plan. |
| Council Support | Assists the council to set up new bylaws, rules, and policies including evaluating current process and making recommendations for change. | Adopts the rules and policies, and puts forward proposed bylaw changes at the next annual or special general meeting. |
| Operations | Administer day-to-day implementation of council-approved operating policies. | Approve operating policies. |
| Staffing | Responsible for hiring staff, determining salaries, evaluating performance, setting performance standards and schedules, supervising and coordinating their activities, motivating and terminating. | Hires and fires the Management Company, who in turn, hires the site manager and monitors their performance.  Approves all staff policies and procedures. |
| External Relations | Obtains quotes and recommends trades and service providers. | Approves specifications and sets level of service. Approves contracts. |
| Communication | Communication of day-to-day issues and notices to all residents and other stakeholders.  Keep owners and/or strata council members advised of significant operational problems. | Responsible to set a communication plan. |
| Organizing | Organizes the operation of the strata corporation to produce expected results. | Set and approves the policies to support the operation. |
| Direction and Leadership | Provide administrative support to onsite staff, who have the responsibility for the day-to-day operation of the strata corporation. | Direct and lead the strata corporation through the manager. |
| Controlling and Budgeting | Oversees the collection of fees as per the council policy and the management of expenses so as to achieve the maximum economic benefit to the property.  Responsible to develop the budget and complete the accounting functions. | Approves the budget, controls the expenses and monitors the financial position. |
| Enforcement | Enforces the bylaws, rules and policies. | Creates the bylaws, rules and policies, and determines whether or not the bylaw or rule has been contravened, and how the bylaw should be enforced (i.e. fine, denial of access to recreational facility, reasonable costs of remedying contravention applied). |
| Rental | Administers register of tenants in the building and collects Form Ks from new tenants where applicable. | Determines whether an owner is eligible for an exemption to a rental restriction due to hardship. |
| Reports | Responsible for regular inspection of all aspects of the property and for preparing reports on the operation for presentation at the monthly council meeting. | Adopts the reports. |
| Analyzing | Assists the council. | Analyzes the operating results of the property in relationship to the established plan and collectively makes adjustments as required. |

# Planning, Financial and Other Responsibilities

This section introduces an overview of the annual calendar of tasks, monthly administration for the strata corporation, and some of the legislation that governs a council member’s actions and decisions.

## The Annual Plan

All strata corporations run on an annual calendar, an annual budget, an annual report to the owners and yearly contract renewals etc. The fiscal year is usually related to the date of the first annual general meeting but it can be changed by a ¾ vote. Best practice for any strata council is to develop an annual plan that sets out the expectations contained in the budget and pinpoints when the work will be done. The plan will set the month for the AGM and the dates for council meetings. It will also identify the renewal dates of the contracts and the insurance policy and the dates for routine maintenance and routine communication notices. The plan needs to be discussed, approved and communicated. See Appendix 2 for an example of items that we recommend be considered.

## Financial Responsibilities

It is important to understand the meaning of community living in a strata corporation and the differences between condominium living and living in a house before discussing budgets, costs, collections, money, financial statements, cheque signing and audits.

Living in a house allows freedom that is not possible in a community living environment. For example, projects around the house such as fixing the fence, the roof or cleaning the windows can be delayed when the money is not available. Moreover, the garden maintenance, snow removal and lawn care may be done at a convenient time, regardless of the neighbor’s opinions, or at least until the municipality becomes involved.

In a strata corporation, ignoring things is not reasonable. Owners expect the building to be clean, orderly and in good condition. Owners considering resale will want good curb appeal. Others will want the fence and roof fixed, windows cleaned and attractive landscaping because that is the environment in which they want to live.

Owners have to realize that their personal financial circumstances and expectations do not and cannot determine the strata corporation’s costs; it is the collective circumstances and expectations of all in the strata corporation which determines them. Owners also have to understand that not all costs benefit all owners equally – though all owners contribute to all costs.

## Budgets, Maintenance Fees and Collections

The budget for a strata corporation is set annually and requires approval from a majority of owners. The budget identifies all the services and costs of running the strata corporation.

Once the budget is approved, a copy of the budget is included in the minutes sent to every owner. Council or the property manager should also advise of the new fee amount, payment options and where to send their payment and or pre authorized payment form (PAP). Strata fees for each unit are calculated by multiplying the total by the unit entitlement of each strata lot. It is recommended that the budget be a short form as opposed to the large working document that is presented by to the council; however, still providing all the line items and detail of service levels and costs.

In years of economic challenge, when incorporating more than a cost of living increase, the council should hold a meeting after the budget has been prepared to inform owners about the cost considerations that the community faces, and to enable them to voice their concerns. Feedback is important so council can determine that they have appropriately balanced the needs of the entire community, and chosen the quality of goods and services the majority of owners indicate that they desire and are prepared to pay for.

The bylaws of the strata corporation will set out how owners are required to pay their maintenance (or strata) fees and special levies. The industry standard is that owners pay by either post-dated cheques or by PAP. As industry options change, online banking options will likely become an option for owners. Cash should never be accepted for strata fees or any other payment owed by a resident or owner.

An owner is required to contribute and cannot be exempt even if they have waived or abandoned their rights to use the common property, or if the owner is making a claim against the strata corporation and/or if the bylaws or rules restrict the owner from using the common property or part of them.

If an owner defaults, the strata corporation has the right to place a lien against that owner’s unit for the unpaid amount together with all interest owing and all reasonable legal expenses incurred by the strata corporation, in connection with the collection or attempted collection of the unpaid balances. Should the owner fail to pay, the strata corporation must carefully follow the procedures set out in Section 116 and 117 of the Act. If the strata corporation adheres to these provisions, the amount owing to the strata corporation ranks in priority to that of the owner’s lender.

While the Act protects the strata corporation to some extent from nonpayment by owners, and the strata council review the process and set a clear policy. This will ensure a clear understanding in regard to interest and collection fees, notification requirements to the owners before the legal process begins and charges for collection. Under the new B.C. limitation period, collections actions must be commenced within two years of the amounts being incurred.

## Money and Banking

The Act also sets out what strata corporations can do with the money collected. Two sections of the Act, Sections 95 and 105, cover this very important aspect. We learn from Section 105(1) of the Act, how a surplus is to be dealt with unless the strata corporation determines otherwise by a ¾ vote. Otherwise a surplus is to be transferred to the CRF, carried forward as part of the operating budget as a surplus or used to reduce the total contribution to the next fiscal year’s operating fund.

Section 95 guides the strata corporation on the handling and investment of CRF funds. Strata corporations and their councils must ensure that they fully comply with the management of the CRF or face consequences of failing to do so. It is typical of the property manager to set up the bank account for the CRF and take direction from the strata council regarding the investment of the CRF funds.

Strata or maintenance fees should be collected on the first of the month and deposited into the operating account. A transfer for the CRF portion of this payment should then be made as soon as possible. Most management companies have the ability to do an automatic transfer, or the Council should be asked to sign a series of post-dated cheques payable to the CRF reserve so that this transfer can be made in a timely fashion.

### Cheque Signing

The strata council will be required to sign the bank authorization documents to set up the bank accounts and designate the signing officers.

To ensure timely utility payments, most Corporations utilize preauthorized payments (PAP), (also known as electronic funds transfer (EFT)) opportunities with suppliers. This is particularly useful for utilities who charge large penalties on late payments. As long as the management company provides financial statements that provide schedules showing these payments, the council should be comfortable in making payments in this manner.

There are generally three options with regard to the signing of strata corporation cheques:

1. Two strata council members sign each cheque

2. Two authorized officers of the management company sign each cheque

3. One council member and one authorized officer of the management company sign each cheque

In most cases, all strata council members are given signing authority, with the understanding that the Treasurer is the person who would most often be called upon for signature. This ensures continuity of understanding of the payments. However, in the Treasurer’s absence, any one of the strata council members may sign a cheque.

Option No. 1 is rarely used as it is the most risky. When two strata council members have access to the funds there is more likely a chance of collusion, which could result in a loss of funds. The strata corporation’s insurance provider may specifically ask who signs the cheques and how many people sign the cheques. If the cheques are not co-signed by a third party a bond to cover theft of funds will not be granted. There will be more on insurance in the CCI-V Level 200 course.

Option No. 2 is used most often by townhouse communities and very small strata corporations that have very few cheques to sign each month and where it is a challenge to deliver the cheques to a council member for signature. There is usually no office or security desk to drop them off, and the cost of a courier can be restrictive. Some larger strata corporations adopt this method when there is trust and confidence in the management company’s financial procedures.

Option No. 3 is the most common method used. This reflects a partnership of responsibility not only for producing complete and correct payments, but timely payments as well. However, the council should clearly understand who the signing officers for the management company are to ensure they are in a senior position and so that the council can confirm the signatures.

For proper financial risk management, the site manager should never be signatory on strata corporation cheques as they issue payment approvals and purchase orders. Each strata corporation has challenges ensuring the cheques are signed in a timely manner. These challenges will often be the deciding factor on how the cheques are signed.

Due to the size of the major management companies, the number of cheques processed each month for signature is high. The use of electronic signatures will become more common for payments within the signing authority of the management company. In this case, the council needs to be comfortable with the security in place to protect against fraud and errors.

### Financial Statements

The financial statements are usually prepared monthly by the management company. It is industry standard that financial statements are generally submitted to the council no later than the 20th day of the following month.

Many management companies are sending financial statements electronically, or they can be found online. If not sent electronically, the statement will be part of the monthly manager report. The report should include a variance report where the manager identifies notable changes and concerns including investment information.

All council members should receive a copy of the statement. At a minimum, the statement should include the balance sheet, the income and expense statement, the arrears schedule, the bank reconciliation for both the operating and the reserve bank account.

Once new statements are received, the previous month is redundant. So if the council meets every second month, only the most current statement needs review. The statement is not approved by the council as it is not an audited statement and the numbers may change, especially if an item was overlooked and did not get posted to the correct month and is corrected later.

## Contingency Reserve Funds or the CRF

The CRF is essentially a trust fund established by strata corporations for the purpose of funding the major repair and replacement of common property and common assets. The Act states the minimum amount contributed in the first year after registration cannot be less than 10% of the operating budget. The contribution amount that the strata council determines after the first year has to be based upon a depreciation report. These levels are generally much higher than 10% of the operating budget.

Contributions made by an owner to the CRF become the property of the strata corporation. Owners do not receive a rebate of CRF contributions in the event that they sell their unit. There is no credit for these contributions in the closing adjustments as, theoretically, the purchase price of the unit should reflect the “investment” that the unit owner has made toward the CRF.

The Act makes it mandatory for strata corporations to obtain a depreciation report from a qualified person unless the owners approve a ¾ vote waiving the requirement of the depreciation report. The report analyzes the state of repair of the different components that make up the common property, their remaining lifespan and project, and in today’s dollars, the amount of money the strata corporation will need to repair or replace each of the components over the next 30 years.

## Insurance

The Act requires the strata corporation to obtain and maintain insurance on its own behalf and on behalf of the unit owners for damages to:

* + - common property,
    - common assets
    - building shown on the strata plan
    - fixtures built or installed on a strata lot, if the fixtures are built or installed by the owner developer as part of the original construction of the strata lot.

The insurance must cover major perils and other perils specified in the Act or the strata corporation’s bylaws. Major perils are defined as fire, lightning, smoke, windstorm, hail, explosion, water escape, strikes, riots or civil commotion, impact by aircraft or vehicles, vandalism or malicious acts.

The insurance coverage required by the strata corporation must be for the full replacement cost of the property subject to a reasonable deductible.

A strata corporation’s insurance obligation does not include improvements made to the units. Unit owners should be encouraged to obtain their own insurance to cover improvements, deductibles, thief and liability, out of pocket expenses including accommodation, and meals. This may be seamless if provided by the same insurer as the strata corporation’s insurer.

The CCI-V Level 200 course, when completed, will discuss the insurance process, claims and risk management.

## Form B – Information Certificates

An Information Certificate is an important legal document which may be requested by a purchaser or any other interested party. An Information Certificate is prepared within one week from the date of receipt of request and payment. Management companies will not start the process until the payment is received.

The fee for issuing an Information Certificate is regulated by the Act, and is currently **$35.00 plus the cost of photocopying.** The fee is payable to the management company or person preparing the certificate.

Some management companies charge an additional fee for delivery less than one week. Most management companies require certified cheques or money orders due to the number of cheques bouncing, or real-estate agents changing their mind after the request and putting a stop payment on the cheque. Some management companies offer payment options such as *Visa* or debit and others have online ordering through a third party for a fee.

Information Certificates include information about the particular unit including if fees have been paid, about the Corporation such as if a special assessment is being planned, the status of the reserve fund, if there are legal draws against the Corporation, if any units are leased, if substantial changes have been approved but not implemented and confirms that the strata corporation has appropriate insurance. It also includes copies of the rules and bylaws, the budget and some other agreements specified in the Act.

Information Certificates are only valid for the date that they are signed. The management company or preparer does not take any responsibility for any changes in the information that occurs after that date. If there are active legal proceedings to which the strata corporation is a party, consultation with the strata corporation’s counsel is sometimes necessary to obtain the wording for the appropriate paragraphs in the status certificate. When the closing date is more than a month after the date of the Information Certificate, the purchaser’s legal counsel should order a new certificate. Verbal updates may be helpful but are not reliable.

It is also imperative that the content of the Information Certificate is correct because it is a snapshot of the facts and obligations surrounding the unit for which it is issued. If information in the Information Certificate is inaccurate, then the consequences are borne by the strata corporation and the person who prepares the certificate.

Due to the quick turnaround time, it is usual practice to designate the management company, or the person responsible to prepare the certificate, as the signing officer. The person completing the certificate(s) is responsible for the content, and they should carry appropriate errors and omissions insurance. The council should review the certificate and its attachments at least annually to ensure that it is complete and correct.

## Form F – Certificates of Payment

A strata corporation may also be asked to provide a Certificate of Payment, which shows that the strata lot owner has made all payments owing to the strata corporation. Such form is required any time that a lease, assignment of lease or transfer of title to a strata lot is registered in the Land Title Office.

If there is an upcoming sale of a strata lot and the strata lot owner is not current with his or her payments, most strata corporations will issue the Certificate of Payment to the purchaser’s lawyer only upon the purchaser’s lawyer’s written agreement to pay all money owing to the strata corporation out of sale proceeds.

The fee for issuing a Certificate of Payment is regulated by the Act, and is currently **$15.00 plus the cost of photocopying.** The fee is payable to the management company or person preparing the certificate.

Strata corporations are also required to provide a Certificate of Payment after the strata corporation receives payment for any arrears which it is in the process of collecting.

## Legislation that Affects Strata Corporations

### Human Rights Code

*The Human Rights Code* (B.C.) is the provincial statute that prohibits discrimination against individuals on various grounds and in various contexts. A strata corporation is subject to the *Human Rights Code* because it is a provider of accommodation (housing), is a service provider, and is a workplace for employees. Disputes between an individual and a strata corporation often end up before the Human Rights Tribunal.

### Personal Information Protection Act (PIPA)

This statute prescribes requirements on how organizations engaged in commercial activity can collect, use, store, and disseminate personal information about an identifiable individual. While there has been some discussion amongst the strata legal community as to the applicability of PIPA to strata corporations, the general opinion is that it does apply; therefore, the requirements therein are triggered when dealing with unit owners and residents personal information.

### Occupiers’ Liability Act

A strata corporation is the “occupier” of the common property for the purposes of liability under the Occupiers’ Liability Act. The occupier of a premises owes a duty to take such care in all circumstances as is reasonable to see that persons entering on the premises, and the property brought on the premises by those persons are reasonably safe while on the premises.

**NOTES**

# Level 101 - Questions

1. An owner asks the council to create a rule to allow pets. The bylaws state that pets are not permitted. Can the council create a rule contrary to the bylaws? Can the council pass a bylaw contrary to the Act?

2. Your condominium is a leasehold strata corporation. What does this mean?

3. Why should the strata corporation develop policies?

4. How often does the strata corporation prepare and adopt a budget?

5. How soon after the fiscal year-end should the strata corporation hold the annual meeting?

6. What are two of the items of business at the AGM?

**NOTES**

# Appendix

## Level 101 - Appendix 1- Sample Policies

|  |  |
| --- | --- |
| Correspondence from Residents (1) sample  Instructions to Corporation Staff (2) sample  Committees - Assignment by Councils  Committees - Members' Duties  Suite Maintenance  Deliveries  Suite Rentals (3) sample  Visitor Parking  Resident Chargebacks  Communication with Residents  Access to Records  Residents' Registry Keys  Smoke Alarms  Cleaning Parking Units (5) sample  Rules Enforcement | Emergency Procedures  Collection of strata Fees  Cash Received  Owner Insurance  Amenities  Property Grounds  Newspaper  Resident Bulletin Council (4) sample  Heating and Air Conditioning  Changes to Suites  Window Cleaning  Garage Cleaning  Security  Samples Policies |

**Examples of some policies as follows:**

1. CORRESPONDENCE FROM RESIDENTS

**POLICY:** Any correspondence addressed to the strata council requesting consideration, or any other correspondence received by the property manager that is of a nature that cannot be answered by the property manager, is to be reviewed by the council at the next council meeting. Correspondence marked personal and confidential, addressed specifically to the council shall be delivered to any council member who will bring to the next council meeting and opened in the presence of a quorum of strata council members.

**PROCEDURE:** All correspondence shall be date stamped, and acknowledged by either a phone call or an email. The resident shall be advised of the next meeting of strata council members if the communication cannot be dealt with sooner. After council consideration of the correspondence, the sender will receive a written reply setting out the response of the council.

1. INSTRUCTIONS TO CORPORATION STAFF

**POLICY:** In order to avoid conflicting and/or confusing orders, instructions to staff are to be through the property manager only, except in an emergency when any council member may give such instructions.

**PROCEDURE:** All staff shall be advised in writing not to accept direction or instruction from anyone except the property manager except under emergency situations where individual strata council members may act. All staff shall be instructed not to seek direction from any strata council member under regular circumstances.

1. SUITE RENTALS

**POLICY:** The strata corporation will honour the right of an owner to lease his/her unit without undue interference by the strata corporation provided the owner complies with the provisions of the *Strata Property Act*, bylaws, and rules of the strata corporation.

**PROCEDURES:** When the owner intends to lease their unit, they must immediately provide the strata corporation in writing c/o the property manager the following information:

* 1. Name and telephone number of the agent authorized to rent the suite.
  2. Authorization for the agent to obtain from security the suite key supplied by the owner.
  3. If the suite is currently rented and/or occupied, authorization to permit the rental agent access to the suite.

When the owner of a suite has rented the unit they must provide to the strata corporation via the Management Office the following information:

* 1. The completed "Form K - Notice of Tenants’ Responsibilities" and, if applicable, the "Elevator Reservation Agreement Form" available from the property manager.
  2. Whether or not the tenant or occupants are authorized to use the locker and/or the parking space assigned to the, suite.
  3. In the event the locker and/ or parking space does not form part of the rental agreement, name(s) of the persons authorized to use both or either of these two facilities, but in no event shall such rental be to anyone other than a strata corporation resident.

1. POLICY FOR USE OF THE BULLETIN COUNCIL

**POLICY:** The mailroom bulletin board is for the use of residents only for advertisements related to the condominium.

**PROCEDURES:** No business-related notices will be posted. The strata council’s notices shall take precedent over residents’ notices.

The strata corporation reserves the right to remove notices at any time. Notices must be supplied on a 3 x 5 card to the management office. Cards without management approval shall be removed immediately. Cards will be posted for 7 days. Should a resident require a notice to be removed prior to the 7 days, they must notify the property manager. Should a resident require a notice to be posted longer than 7 days, they must receive approval from management.

1. POLICY FOR THE CLEANLINESS OF PARKING UNITS

**POLICY:** As per Bylaw \_\_\_, an owner of a parking unit shall maintain such unit in a clean and slightly condition. The strata corporation makes a provision in its annual budget for the cleaning and sweeping of the parking units twice per year. The cleaning of the units shall include the degreasing of the units from oil deposits.

**PROCEDURE:** Where an owner or their tenant, of a parking unit causes oil or other vehicle fluids to drop onto the unit, the strata corporation shall apply an oil absorbent material to the spill. This material shall be cleaned up by the strata corporation three days after the application. Upon application, the strata corporation shall notify the user of the absorbent application and that within three days they must:

* 1. Fix the vehicle.
  2. Place a fire retardant oil absorbent mat under the vehicle. This mat may remain in place; however, the mat must be changed monthly and discarded in a plastic bag in the dry garbage bin located in the main garbage room. The unit user upon notice of the semi-annual garage wash must lift these mats.
  3. Should the user fail to address the spill and the use of an oil absorbent material is again applied, the user shall be charged for the cost of the material clean up and the degreasing of the unit.

All costs incurred by the strata corporation caused by an owner and or their tenant who fails to maintain his or her unit shall be deemed to be payable by such owner and recoverable as such.

## Level 101 Appendix 2 – The Annual Plan

Sample Format

**JANUARY**

Cleaning Contract Expires March 31

Guest Suites – Clean Bedding & Drapery

Mail out Budget by February 1

Management Contract Expires March 31

Remove Seasonal Decorations

Security Contract Expires March 31

**FEBRUARY**

Garage Door Maintenance

Review Depreciation Report for Spring and Summer Maintenance Projects

Generator contract Expires April 30

Newsletter completed

**MARCH**

AGM – Schedule Date – Review File

Garage Floor Surface Inspection

Old Files to Archives

Roof Inspection

Roof Anchor Inspection

Spring Maintenance Program

**APRIL**

Carpet Cleaning

Floor Heater – control in 302 – Turn Off

Heat Trace Breaker - Close

Irrigation System Start-Up/Repairs

Mechanical Contract Expires June 30

PRV Testing

Water Treatment Expires June 30

Window Cleaning

# Resources

***Resources***

British Columbia Strata Property Practice Manual (Vancouver: The Continuing Legal Education Society of British Columbia, 2017)

Government of B.C. – Strata Housing – www2.gov.bc.ca/gov/content/housing-tenancy/strata-housing

Mangan, M., The condominium manual: a comprehensive guide to the Strata Property Act, 3rd ed. (Vancouver: Strata Publishing Corp., 2010)

Smythe & Vogt, McCarthy Tetrault’s Annotated British Columbia Strata Property Act (Aurora: Canada Law Book, looseleaf)

*Strata Property Act*, SBC 1998, c. 43 and regulations