

President's Message

Edition # 2 - 2016

We have reached the three-quarter mark of current fiscal year and by all accounts 2015/2016 will be a banner year for CCI Vancouver. We recently held our seventh seminar of the year on April 21st with Paul Mendes as our guest speaker. Paul spoke on council and general meetings, elections and council meeting minutes. Paul turned what might be considered to be a rather boring topic into one that garnered not only lots of laughs as Paul referred to real life examples of things not to do and lots of questions and discussion. Our next seminar will be held on May 28th. You will recall we are hosting the Spring 2016 CCI Leaders Forum and Conference in Vancouver and have a ½ day seminar scheduled for May 28th. Registration forms will be e-mailed out shortly as well as being posted to our website.

We look forward to seeing many of our local members at our upcoming social events that have been organized as part of the 2016 Spring Conference. The registration form is on the website for both of the events. The first event is a coastal boat dinner cruise on May 26th that leaves from the Westin Bayshore Hotel. The second event will include a bus ride, tram ride and dinner at the Sea to Sky

Gondola site. The wraps up. The registration form for the Leaders Forum and Conference will soon be available on our website. As we said in our last newsletter space for the social evening events will be limited so if you want to attend one or more of these events make sure you register early!

Our education committee is putting the finishing touches on our 2016/2017 educational seminar schedule. We have tried our best to incorporate into our schedule topics that our members have asked us to address including the ever popular insurance topic and an update on human rights complaints and their impact on strata corporations. A sneak peek at some B.C. human rights complaint cases are included in one of the articles included with this newsletter.

Jamie Bleay - President CCI Vancouver

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STRATA CORPORATIONS AND HUMAN RIGHTS IN BRITISH COLUMBIA – AN OVERVIEW

By Jamie Bleay, Access Law Group, Vancouver, B.C.

Human Rights legislation, in one form or another, has been in existence in British Columbia for many, many years. One of the earliest examples of the application of Human Rights legislation to condominiums in British Columbia occurred in 1994 (453048 British Columbia Ltd. v. Strata Plan KAS 1079, 43 R.P.R. (2d) 293 (B.C.S.C.)). This case involved a bylaw that prohibited any person under the age of 50 from occupying a strata lot for more than 21 days in any calendar year. The purpose of the bylaw, according to the strata council, was to "preserve their community as an "adult only" community as was originally marketed." The complainant, who was the developer of the condominium development, argued, among other things, that the bylaw contravened section 5 of the (then) Human Rights Act, S.B.C. 1984 (the "Code"). Section 5 stated, in part, that:

"(1) No person shall

(a) deny to a person or class of persons the right to occupy, as a tenant, space that is represented as being available for occupancy by a tenant ...

because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of that person or class of persons, or of any other person or class of persons.

- (2) Subsection (1) does not apply...
 - (b) as it relates to family status or age,
 - (i) if the space is a rental unit in residential premises in which every rental unit is reserved for rental to a person 55 years of age or older or to 2 or more persons, at least one of whom is 55 years of age or older, or
 - (ii) a rental unit in a prescribed class of residential premises."

Much to the dismay of the strata corporation, the Judge found that the bylaw, as worded, contravened the Human Rights Act. He went on to say that if the bylaw had stated "55 years of age" rather than

"50 years of age", it would not have contravened that legislation.

Since that case was heard by the tribunal in 1994 there have been dozens of human rights complaints filed with the B.C. Human Rights Tribunal involving complaints made against strata corporations, strata councils and individual strata council members, owners, tenants, employees and strata managers. Some of these decisions have involved tenancy and age restriction bylaws. Others have involved discrimination involving accommodation based on physical or medical disabilities with fact patterns including complaints about cigarette smoking, therapy pets, cigarette smoking and family status. Two recent complaints involved an owner with a medical disability who could not access many parts of her building due to her mobility issues and an owner who, having a medical disability, commenced operating a licenced marijuana growing operation. These two complaints were settled without the need for a full hearing because the parties, knowing the risks involved in taking these complaints to a full hearing, worked together to settle the complaints.

As you would expect complaints generally come to the attention of strata corporations through their strata councils and property managers before they are filed. The key for condominium corporations, strata councils, property managers and lawyers is be proactive in trying to address complaints about discrimination under the Code before they end up at full Tribunal hearing. It may be that the most appropriate approach will be to try to accommodate the individual and attempt, at an early stage, to settle the complaint. In some circumstances it may be determined that the complaint may not be valid and a decision is then made to pursue the dismissal of the complaint rather than try to accommodate the disability. However it is vitally important to be proactive and try to fact gather and investigate 'complaints' before rather than after they are filed with the Tribunal. Seeking advice after a complaint has been filed with the Tribunal is a lot like closing the barn door after the horse has gotten out. While it may not always be possible to seek (legal/management) advice before a complaint is filed, a brief review of the facts in many of the above-noted decisions suggests that opportunities generally existed to seek advice and investigate the merits of a 'complaint' before it becomes an official complaint. Obtaining advice, including legal advice, will hopefully lead to the establishment of practices, procedures and steps to be taken to respond to and manage/resolve complaints before they reach the Tribunal.

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Helpful hints:

- 1. Education: Be aware of past Tribunal decisions involving strata corporations, recognize and accept that strata corporations are not immune from the application of the Code (or the applicable Human Rights legislation);
- 2. Check your bylaws and rules: Do they contravene the Code? If so, get advice on how to correct the bylaw(s) in question;
- 3. Think before acting: If the strata council in the Williams case had fully thought through the impact their decision would have on someone in Mrs. Williams' situation and sought feedback from its ownership before making its decision, it would likely have avoided ending up in a 2 day hearing before the Tribunal;
- 4. Know your constituents: Strata councils and managers alike need to be cognizant of the myriad of health problems, family status and living arrangements in their buildings. This will likely become more and more important as more and more senior citizens 'downsize' and move into strata corporations;
- 5. Take complaints seriously: Discounting a complaint regarding a discriminatory decision or action can lead to a hearing before the Tribunal. Strata councils and managers should take complaints seriously and be willing to work with the owner to try to accommodate the owner even if it means permitting a "breach" of a bylaw;
- 6. Seek legal advice: Strata council members are volunteers. They are not expected to know if a claim regarding

discrimination is valid or if the claim is being used as a tool to avoid complying with a bylaw. Where there has been a complaint regarding a discriminatory action or decision, seek legal advice before making a decision regarding the complaint;

- 7. Think about using your dispute resolution bylaw. Sometimes strata councils and managers are too "close" to the situation and rather than being the decision-maker, need to look at alternatives to dispute resolution. Section 29 of the Schedule of Standard Bylaws of the Strata Property Act states:
 - "(1) A dispute among owners, tenants, the strata corporation or any combination of them may be referred to a dispute resolution committee by a party to the dispute if
 - (a) all the parties to the dispute consent, and
 - (b) the dispute involves the Act, the regulations, the bylaws or the rules.
 - (2) A dispute resolution committee consists of
 - (a) one owner or tenant of the strata corporation nominated by each of the disputing parties and one owner or tenant chosen to chair the committee by the persons nominated by the disputing parties, or
 - (b) any number of persons consented to, or chosen by a method that is consented to, by all the disputing parties.
 - (3) The dispute resolution committee must attempt to help the disputing parties to voluntarily end the dispute."

Implementing such a process may encourage a resolution to a complaint before it ends up in front of a tribunal;

- 8. Sensitivity training: Employees, strata council members and property managers can benefit from sensitivity training and perhaps, as a result of the training, many situations can be avoided;
- 9. Paper the file: In many strata corporations, bylaws are in place that require all complaints, concerns, etc. directed to the strata corporation are to be in writing. If it's in writing, it's on the record. Likewise, all responses ought to be in writing to avoid the problems associated with failing memories and recollection concerns;

These are just some examples of what strata councils, strata corporations and property managers can do in order to try to address and hopefully resolve claims of discrimination before they end up before the Tribunal. Invariably, there will be disputes that will end up before the Tribunal. The following is a checklist of what to do if it becomes necessary to respond to a claim:

1. Get legal advice: While it will not always be necessary to retain legal counsel when a complaint has been filed with the Tribunal, each of the parties' names as respondents in the complaint should attempt to obtain legal advice to know and understand the case against them. The legal advice may be to defend, to negotiate or to apply to have the claim dismissed;

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- 2. Meet filing/reply deadlines: Failure to meet statutorily mandated deadlines may be fatal to one's ability to defend against a claim;
- 3. Document compilation: Gather up all documents, correspondence, records, etc. that are relevant to the claim so that they can be produced before the Tribunal;
- 4. Negotiated settlement: In many instances it is better to negotiate a settlement than to have to live with the decision of the Tribunal. Section 27.6 of the Code states:

"A member or a person appointed, engaged or retained under section 33 may assist the parties to a complaint, through mediation or any other dispute resolution process, to achieve a settlement."

Take advantage of such an opportunity (whether it exists in the legislation or agreed to by the parties) to try to resolve the complaint and avoid the time and expense of a hearing before the Tribunal and the prospect of being faced with paying a damage award and being found to be in breach of the Code.

THE ANATOMY OF A HEARING

By Cora Wilson - Wilson McCormack Law Group

A written request by an owner to the strata corporation for a hearing can be an effective tool to address grievances. Holding a hearing can resolve issues that may otherwise result in legal proceedings.

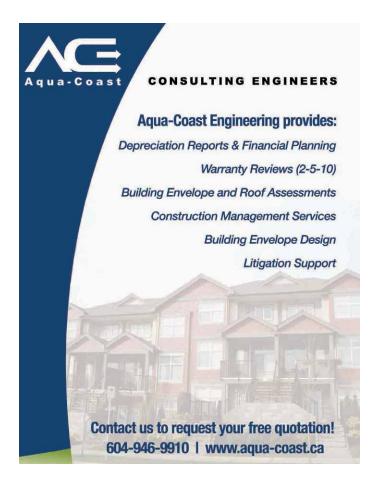
Both councils and owners often have questions regarding these hearings. This article is a non-exhaustive review of many of these questions. For instance, how should the council conduct the hearing from a procedural and substantive perspective? What subject matter may be addressed during a hearing? Who can be present at the hearing? Are there any limitations on the hearing process? When is a decision required? What are the mechanics of making a decision?

What is the procedure for holding a hearing?

Section 34.1 of the Strata Property Act (the "Act") addresses hearings, as follows:

- 34.1(1) By application in writing stating the reason for the request, an owner or tenant may request a hearing at a council meeting.
- (2) If a hearing is requested under subsection (1), the council must hold a council meeting to hear the applicant within 4 weeks after the request.
- (3) If the purpose of the hearing is to seek a decision of the council, the council must give the applicant a written decision within one week after the hearing.

The requirement to hold a hearing is mandatory. The hearing process has an important purpose, in that it creates a due process forum for owners and tenants. However, it should not be abused or used for an improper purpose.



There are procedural and substantive differences between a hearing held pursuant to 34.1 of the Act and a hearing held to address alleged bylaw or rule contraventions pursuant to section 135 of the Act. Legal advice should be sought from a qualified strata lawyer if there is any doubt regarding how to address these provisions.

There are no statutory limitations on the subject matter which may be addressed during a hearing or how often a hearing on the same subject matter may be held. This leaves the door open for potential abuses, such as multiple requests for a hearing to address the same subject matter or to address issues which cannot properly be addressed as part of a hearing. For example, the hearing process should not be used to address matters cloaked by legal privilege or to circumvent privacy. Owners and tenants should be alive to the fact that the council is generally made up of volunteer owners.

There are limitations on who can apply for a hearing. Only an owner or tenant can request a hearing. Occupants, who are neither an owner nor a tenant, are not included in the class of applicants. Therefore, if a non-owning spouse makes an application, the council is not under a legal obligation to hold a hearing and provide a decision.

If a written application is received by the strata corporation, then who must hold the hearing? Regulation 4.01 of the Strata Property Regulations states that "hearing" means "an opportunity to be heard in person in a council meeting".

The simple statutory provisions regarding hearings raise numerous complex questions.

What is the procedure for calling and holding a hearing?

Since hearings must be held at a council meeting, it is important to consider what the correct procedure is to call one. The procedure for calling a duly convened council meeting may be summarized as follows:

- 1. Regulation 4.01 requires that the application be addressed at a "council meeting". Therefore, this business should be placed on the Agenda for the council meeting.
- 2. The bylaws should be reviewed to determine the requirements for calling and holding a council meeting.
- 3. The statutory Schedule of Standard Bylaws provide that any council member may call a council meeting by giving the other members at least one week's notice specifying the reason for the meeting.
- 4. When calculating the number of days required to call a council meeting, the day the notice is given and the last day of the notice period are added to the count. As a result, the council meeting must be held 9 days or later after notice is given.
- 5. The hearing at a duly convened council meeting must take place within 4 weeks from the date of delivery of the application or the deemed date of delivery.
- 6. A notice given to the strata corporation by an owner or tenant is conclusively deemed to have been given when it is left with a council member or 4 days after it is mailed, faxed, emailed or put through the mail slot or in the mail box (s. 63(2), Act).
- 7. Therefore, the council meeting must be held within 4 weeks after the delivery of the request. When calculating the number of days within the four week period (28 days), the day the application is received or deemed to have been received is not counted as one of those days. The hearing cannot take place on the last day of the 4 week period (the 28th day) since this date would be out of time. Therefore, the hearing must take place prior to the 28th day after the date that the notice is delivered or deemed to be delivered.
- 8. For instance, if the notice was delivered personally on September 30th, then the meeting must be held on any date prior to October 28 it cannot be held on or after October 29. If the notice was delivered by any other method, such as fax or email, then 4 days must be added to the notice period.
- 9. The calculation of notice periods can be complex. A person with an issue regarding delivery dates or deemed delivery dates should obtain legal advice.
- 10. In order for a council meeting to be duly convened, the quorum requirements must be met and the council members must meet the eligibility requirements to sit on council and not be subject to early removal during the term. The bylaws should be carefully reviewed to determine quorum and the requirements for a council member to serve or to continue to serve on council.



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How should a council member address conflicts?

A council member should refrain from acting as a council member if his or her personal interests conflict directly or indirectly with those of the strata corporation (see s. 32, Act). It is the member's duty to disclose and otherwise address such conflicts. This is a complex issue and if a council member is concerned that he or she may have a conflict, then he or she should seek independent legal advice.

How should the council members conduct themselves during a hearing?

The purpose of a hearing is to hear from the applicant. Council members may ask questions. However, a hearing is not a forum for a debate. The council should act in a quasi-judicial manner during the hearing. In other words, council members should act in an objective, impartial and unbiased manner.

The hearing provides an owner or tenant with an opportunity to be heard at a council meeting and to provide information that council can consider when making a decision. There is no obligation on the council to respond to questions and the hearing is not intended to be a forum for an owner or tenant to grill the council, engage in abusive conduct or to otherwise use the hearing for another improper purpose.

Who can attend a hearing?

Standard Bylaw 17(3) indicates that owners may attend council

meetings as observers. There is no reference to tenants attending council meetings. This provision does not grant an owner the right to participate in discussions or the decision-making process at a strata council meeting if he or she attends as an observer. Caution should be exercised regarding allowing an owner to observe a hearing. Generally privacy considerations would prevent owners from attending a hearing as an observer.

Can an owner or tenant bring other people with them to the hearing, including witnesses, agents, lawyers or other persons to assist them with the hearing? Subject to the bylaws or a decision by the council to the contrary, this is viewed as a reasonable course of action. Support people should not be unreasonably restricted or limited by the council. The council is at liberty to refuse to allow support people if the attendance is contrary to the Act or the bylaws, if there is an objection, a privacy concern, a safety concern, a violation of litigation privilege or if the attendance is viewed as an abuse of process or is otherwise improper.

The bylaws governing observer attendance at council meetings should be carefully reviewed. Some bylaws prohibit observers. Other bylaws require observers to leave a council meeting in certain circumstances, such as when there are privacy concerns or where the council wishes to go in camera. The bylaws may require an observer to leave a meeting if the council approves a resolution by majority vote to that effect. The bylaws will govern the conduct of the owners, tenants and others and, as such, they should be carefully reviewed.



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Can the council place time limitations on a hearing?

The council may place a limit on the period of time available for an owner or tenant to state their case during the hearing. This time period should be reasonable given the subject matter of the hearing. What is reasonable depends on many factors including the complexity of the subject matter.

What is the scope of council's discretion when making a decision?

The strata corporation cannot interfere with the council's discretion regarding certain matters, including whether a person has contravened a bylaw or rule, whether a person should be fined and the amount of the fine, whether a person should be denied access to a recreational facility, whether a person should be required to pay the reasonable costs of remedying a contravention of the bylaws or rules and whether an owner should be exempted from a bylaw that prohibits or limits rentals (s. 27(2), Act).

Council decisions can be challenged on grounds, for example, that they are significantly unfair, contrary to law or otherwise improper.

What is the procedure for decisions?

The council must give the applicant a written decision within one week after the hearing if a decision is required. When calculating the number of days within the one week period (7 days), the day the hearing is held is not counted as one of those days and the decision must be delivered to the applicant before the 8th day.

A decision given to the applicant by the strata corporation is given when it is left with the applicant or is conclusively deemed to have been given 4 days after it is left with an adult occupant, put under the door, mailed, put through the mail slot or in the mail box, faxed or emailed (s. 61, Act).

There are concerns regarding whether delivery of a strata corporation decision to an owner or tenant by email is valid if the owner or tenant did not specifically provide the email address for that purpose: Azura Management (Kelowna) Corp. v. Strata Plan KAS2428 (2009), 95 B.C.L.R. (4th) 358 (B.C.S.C.). The strata corporation should not deliver a decision to an owner or tenant by email unless it has first obtained the written consent from the owner or tenant to provide delivery by email for purposes set out in s. 61 of the Act.

Conclusion:

The hearing can be a useful and powerful tool for owners and tenants to air certain matters and address disputes. It can also be a powerful tool to show a court that the council followed proper procedure in allowing the owner to state his or her case and that it made its' decision based on proper information. I envision that the hearing process will be used more and more frequently in the future.



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THE SECRET TO BEING THE BEST COUNCIL MEMBER YOU CAN BE? THINK LIKE A HOBBIT!

by Melissa Merritt-Darden



"In a hole in the ground there lived a hobbit." This is the opening line to J. R. R. Tolkien's classic tale, The Hobbit: There and Back Again.

It may seem that there aren't many things a council member can learn from a hobbit. But, think about it: Bilbo Baggins, the story's hero, is an everyday hobbit with no intention of being great; yet along the way, his simple, calm approach to unimaginable situations and his thoughtful demeanor determine the difference between success and failure for Middle Earth.

Our Community Managers are often the best resource for pinpointing these traits, since they've seen some of the very best and worst of council member attributes. So, what is best? What defines a future Bilbo Baggins?

TOP 8 TRAITS OF SUCCESSFUL COUNCIL MEMBERS

The best STRATA COUNCIL members:

- 1. Honor commitments and possess individual accountability: You know that others rely on your word and that is your commitment to them
- 2. Understand legal and fiduciary duties and responsibilities: You take the time to read the governing documents and the contracts to understand the responsibilities of a council member



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- 3. Show respect: To all people, in all situations, at all times
- 4. Are willing to actively serve: You do more than show up, and offer help in other areas when you're available
- 5. Are prepared for meetings: You always show up prepared, on time, and you're actively present and engaged
- 6. Have passion for their community: You're motivated to make your community the best it can be and you motivate others to do the same
- 7. Exhibit leadership: You know your strengths and use them for the good of your community
- 8. Are willing to learn and continue education: Being a council member is a volunteer position. The best council members seek out additional education resources, attend free seminars and classes, and they're educated about their community and the way councils function

In my experience, the most successful council members have at least half of the attributes listed above. If you have areas that need to be cultivated, a community manager, committee or other council members can easily work with you to foster the right environment to create a productive and desirable community.

The best council members are very much in the same category as Bilbo – reluctant, yet passionate, rational and reasonable, strong-willed, but still open to others' ideas after thorough consideration. There is always a leader buried within, a hero that needs the best of reasons to become something better – and in the case of strata communities, the reason is our fellow man. It is our fellow neighbors, our community, our "shire folk" as it were, that make us think outside of our own needs and rise to the occasion of being a great council member.



ABOUT THE AUTHOR

Melissa Merritt-Darden is the Vice President of Associa Carolinas.

CASE COMMENT SPRING 2016

The Owners, Strata Plan NW 1245 v. Linden, 2016 BCSC 619

What can be done to reign in owners who are unruly and mean? The Owners at NW 1245 had such a situation. Two residents took it upon themselves over more than a decade to: intimidate council members, be rude and obscene with other residents and guests at the building, vandalize common property, leave dog feces on common property; slam doors, yell, scream, and in innumerable ways cause a nuisance.

The Strata filed 14 affidavits setting out the evidence of all the bad

behaviour; but the respondent owners did not file any contrary evidence. One of the owners appeared in court simply saying the affiants were not credible witnesses. Relying on the sections of the Strata Property Act that require a strata corporation to enforce its bylaws and s. 173 that provides the court a jurisdiction to order an owner to, inter alia, obey the bylaws, the court ordered all the nuisance behaviour to stop. The court first recited a litany of complaints that made other owners feel like prisoners in their own homes. The breaches of the bylaws have continued for more than ten years. The police have attended on numerous occasions.

Then Mr. Justice Ehrcke concluded that:

[27] I am satisfied that the extensive affidavit evidence supports the conclusion that the respondents have frequently caused excessive noise and engaged in harassing conduct that has unreasonably interfered with the rights of their neighbours to quiet enjoyment of their own units. This conduct is contrary to the Bylaws. Although the respondents have repeatedly been fined, their conduct remains unacceptable.

The court imposed an injunction on the owners prohibiting them from exhibiting any of the behaviour described in the affidavit evidence. There were also orders prohibiting changes to common property without permission, insuring vehicles, and judgement for \$3,400 in fines.

As with the Jordison case in 2013, there is now an expectation that he owners must obey the court order and keep the bylaws. If they do not, the Strata will be able to return to court and seek either a contempt order (which could mean imprisonment as one remedy) or, as in the Jordison case, seek an order for the owners to be required to sell their unit.

Lesperance Mendes were legal counsel to the Strata in this matter and are members of CCI Vancouver.

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Engineering Inc. Alex Bouchard 42312 Yarrow Central Road Chilliwack, BC V2R 5E2 Tel: 604-490-1112 Email: abouchard@bestbse.ca Website: www.bestbse.ca

CCI Group Inc. Doru Cornescu 1003 Brunette Avenue Coquitlam, BC V3K 6Z5

Tel: 604-553-4774 Fax: 604-553-4773

Email: doruc@ccigroupinc.ca Website: www.ccigroupinc.ca Duxbury & Associates - Building Inspection and Consulting Ltd. Glenn Duxbury 125 DeBeck Street New Westminster, BC V3L 3H7 Tel: 604-524-2502 Email:

glenn@glennduxbury-inspections.com

Sense Engineering Ltd. Ted Denniston 3035 Crescentview Drive North Vancouver, BC V7R 2V2 Tel: 778-869-3035

Email: ted@senseengineering.com

Engineering & Engineering Consultants, Depreciation Reports

Morrison Hershfield Jacquelyn White 4321 Still Creek, Suite 310 Burnaby, BC V5C 6S7 Tel: 604-454-0402 Fax: 604-454-0403

Email: jwhite@morrisonhershfield.com Website: www.morrisonhershfield.com

RDH Building Engineering Ltd. Paul Kernan 224 West 8th Avenue Vancouver, BC V5Y 1N5 Tel: 604-873-1181 Fax: 604-873-0933

Email: pkernan@rdh.com

WSP Group Kevin Grasty 930 West 1st Street, Suite 112 North Vancouver, BC V7P 3N4

Tel: 604-973-0038 Fax: 604-924-5573

Email: Kevin.Grasty@wspgroup.com

Website: www.wspgroup.ca

Financial & Accounting

Dong Russell & Company Inc. Stanley Dong 2443 Alder Street Vancouver, BC V6H 4A4 Tel: 604-730-7472 Fax: 604-730-7459 Email: sdong@drcga.com Website: www.drcga.com

CWB Maxium Financial Ltd.

Paul McFadyen 5725 Owl Court

North Vancouver, BC V7R 4V1

Tel: 1-888-985-1077 Fax: 1-888-735-2851

Email: paul.mcfadyen@cwbmaxium.com

Website: cwbmaxium.com

Morrison Financial Services Limited Graham Banks

8 Sampson Mews, Suite 202 Toronto, ON M3C 0H5

Tel: 416-391-3535 EXT 105

Fax: 416-391-4843

Email: gbanks@morrisonfinancial.com Website: www.morrisonfinancial.com

Pacific & Western Bank of Canada Karl Neufeld

40733 Perth Drive, PO Box 2000 Garibaldi Highlands, BC V0N 1T0

Tel: 604-984-7564 Fax: 604-898-3442 Email: karln@pwbank.com

Website: www.pwbank.com

Reid Hurst Nagy Inc Venus Duplin

13900 Maycrest Way, Suite 105 Richmond, BC V6V 3E2

Tel: 604-273-9338 Fax: 604-273-9390

Email: vduplin@rhncga.com

Insurance

BFL Canada Insurance Services Inc.

Paul Murcutt

1177 West Hastings, Suite 200 Vancouver, BC V6E 2K3 Tel: 604-678-5454

Fax: 604-683-9316

Email: pmurcutt@bflcanada.ca Website: www.bflcanada.ca

Hub International Coastal Insurance

John Russell

4350 Still Creek Drive Burnaby, BC V5C OH5 Tel: 604-937-1700

Fax: 604-937-1734

Email: john.russell@hubinternational.

com

Website: www.hubinternational.com

Legal & Dispute Resolution

Access Law Group

Jamie Bleay

1185 West Georgia Street, Suite 1700

Vancouver, BC V6E 4E6 Tel: 604-689-8000 Fax: 604-689-8835

Email: jbleay@accesslaw.ca Website: www.accesslaw.ca

Professional & Business Partner Member

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Vancouver, BC V6E 4E6 Tel: 604-689-8000

Email: pdougan@accesslaw.ca Website: www.accesslaw.ca

C.D. Wilson Law Corp

Cora D. Wilson

630 Terminal Avenue North Nanaimo, BC V9S 4K2

Tel: 250-741-1400 Fax: 250-741-1441

Email: cwilson@cdwilson.bc.ca

Cleveland Doan LLP

Shawn M. Smith 1321 Johnston Road

White Rock, BC V4B 3Z3

Tel: 604-536-5002 Fax: 604-536-7002

Email: shawn@clevelanddoan.com

Doak Shirreff LLP

Silvano Todesco

537 Leon Avenue, Suite 200 Kelowna, BC V1Y 2A9

Tel: 250-763-4323 Fax: 250-763-4780

Email: stodesco@doakshirreff.com Website: www.doaksherreff.com

Gowling WLG (Canada) LLP

Lisa Frey

550 Burrard Street, Suite 2300 Vancouver, BC V6C 2B5

Tel: 604-683-6498

Fax: 604-683-3558 Email: lisa.frey@gowlingwlg.com

Website: www.gowlings.com

High Clouds Incorporated

Deborah Howes 3438 - 78 Avenue Edmonton, AB T6B 2X9

Tel: 780-466-8250 Fax: 780-466-8015

Email: dhowes@highclouds.ca

Jonathan Wright Law Corporation

Jonathan Wright

1185 West Georgia Street, Suite 1700

Vancouver, BC V6E 4E6 Tel: 604-678-4456

Email: jwright@wrightlegal.ca

Website: wrightlegal.ca

Fax: 604-689-8835

Lesperance Mendes

Paul Mendes

900 Howe Street, Suite 410 Vancouver, BC V6Z 2M4

Tel: 604-685-3567 Fax: 604-685-7505 Email: pgm@lmlaw.ca Website: lmlaw.ca

Miller Thompson LLP

Mike Walker

840 Howe Street, Suite 1000 Vancouver, BC V6Z ZM1

Tel: 604-687-2242 Fax: 604-643-1200

Email: mwalker@millerthompson.com

Lighting

Lumenix Inc. Mehtab Virk

9551 Francis Road Richmond, BC V6Y 3A6

Tel: 587-437-8792

Email: mehtab.virk@lumenix.com Website: www.lumenix.com

Plumbing

Curaflo of British Columbia Ltd.

Sanjiv Gupta

7436 Fraser Park Drive Burnaby, BC V5J 5B9

Tel: 604-298-7278 Fax: 604-294-5673

Email: guptas@curaflo.com Website: curaflo.com/bc

Professional Services

FIRMOGRAM Inc.

Kris Malek

3993 Henning Drive, Suite 210

Burnaby, BC V5C 6P7

Tel: 604-351-0326

Email: info@firmogram.com Website: www.firmogram.com

Restoration & Mould

Phoenix Restorations Ltd.

John Wallis

1800 Brigantine Drive, Suite 100

Coquitlam, BC V3K 7B5

Tel: 604-945-5371 Fax: 604-945-5372

Email: johnw@phoenixrestorations.com Website: www.phoenixrestorations.com

Superior Flood and Fire Restoration Inc.

Joseph Tolzmann

1066 West Hastings Street, 20th Floor

Vancouver, BC V6E 3X2 Tel: 604-773-5511 Fax: 604-773-5563

Email: info@superiorrestoration.ca

Website:

http://superior-restoration-vancouver.com

Strata Management & Real Estate

All Property Consulting Inc.

Kevin O'Donnell

1959 - 152 Street, Suite 300

Surrey, BC V4A 9E3

Tel: 778-323-7335

Email: kevin@allpropconsulting.com Website: www.allpropconsulting.com

Ascent Real Estate Management

Corporation

Michael Roach

2176 Willingdown Avenue

Burnaby, BC V5C 5Z9 Tel: 604-431-1800

Fax: 604-431-1818

Email: mroach@ascentpm.com

Assertive Northwest Management Group

Inc.

Jim Allison

3847 B Hastings

Burnaby, BC V5C 2H7

Tel: 604-253-5224

Email: jim@assertivenorthwest.com Website: www.assertivenorthwest.com

Professional & Business Partner Member

Associa British Columbia

Janice Moses

13468 - 77th Avenue Surrey, BC V3W 6Y3

Tel: 604-591-6060

Fax: 604-592-3685

Email: janice.moses@associa.ca Website: https://associaonline.com

Professional & Business Partner Member

Blueprint Strata Management Inc

David Doornbos

1548 Johnston Road, Suite 206 White Rock, BC V4B 3Z8

Tel: 604-200-1030 Fax: 604-200-1031

Email: info@blueprintstrata.com

Campbell Strata Management Ltd

Sanjay Maharaj

2777 Gladwin Road, Suite 306 Abbotsford, BC V2T 4V1

Tel: 604-864-0380 Fax: 604-864-0480

Email: sanjay@campbellstrata.com

Citybase Management Ltd.

Victor Chan

1200 W73rd Avenue, Suite 400 Vancouver, BC V6P 6G5

Tel: 604-708-8998 Fax: 604-708-9982

Email: victorchan@citybase.ca Website: www.citybase.ca

Dynamic Property Management

Mike Young

37885 Second Avenue Squamish, BC V8B 0R2

Tel: 604-815-4654 Fax: 604-815-4653

Email: myoung@dynamicpm.ca

FirstService Residential

Max Gajdel

200 Granville Street, Suite 700 Vancouver, BC V6C 1S4

Tel: 604-683-8900

Fax: 604-689-4829

Email: maximilian.gajdel@fsresidential.

com

Website: www.fsresidential.com

Gateway Property Management

Corporation R. Scott Ullrich

11.050 00.1 4

11950 - 80th Avenue, Suite 400

Delta, BC V4C 1YC Tel: 604-635-5000

Fax: 604-635-5003 Email: scott.ullrich@gmail.com

HomeLife Glenayre Realty Chilliwack

Ltd.

Al Browne

45269 Keith Wilson Road

Chilliwack, BC V2R 5S1 Tel: 604-858-7368

Fax: 604-858-7380

Email: slewthwaite@hgpmc.com

Obsidian Property Management

Sean Michaels

7495 - 132nd Street, Suite 2005

Surrey, BC V3W 1J8 Tel: 604-757-3151 Fax: 604-503-3457 Email: seanm@opml.ca

Rancho Management Services (BC) Ltd

Chris Sargent

1190 Hornby Street, 6th Floor Vancouver, BC V6Z 2K5 Tel: 604-684-4508

Fax: 604-684-1956

Email: csargent@ranchogroup.com Website: www.ranchogroup.com

Stratawest Management Ltd.

Cory Pettersen

224 West Esplanade, Suite 202 North Vancouver, BC V7M 1A4

Tel: 604-904-9595 Fax: 604-904-2323

Email: cpettersen@stratawest.com

Teamwork Property Management Ltd

Tom Quinton

34143 Marshalll Road, Suite 105

Abbotsford, BC V2S 1L8 Tel: 604-854-1734 Fax: 604-854-1754

Email: admin@teamworkpm.com Website: www.teamworkpm.com

The Wynford Group

Brad Fenton

815 - 1200 W. 73rd Avenue Vancouver, BC V6P 6G5

Tel: 604-261-0285 Fax: 604-261-9279

Email: bfenton@wynford.com Website: www.wynford.com

Waste Management

Waste Management

Tei Kullar

2330 United Boulevard Coquitlam, BC V3K 6S1

Tel: 604-520-7878

Email: tkullar@wm.com
Website: www.wmcanada.com

Windows and Glass

Centra Windows Inc Nicole Bloxom

Nicole bloxom

20216 - 98th Avenue Langley, BC V1M 3G1

Tel: 604-882-5010 Fax: 604-882-3909

Email: nbloxom@centra.ca Website: www.centra.ca



CCI VANCOUVER 2016 - 2017 SEMINAR SCHEDULE YEAR AT A GLANCE

A list of past Strata Education Seminars is available on the CCI Vancouver website at ccivancouver.ca

2016	
May 28th	½ Day Seminar (part of CCI-National Spring Leaders' Forum) Repair and maintenance and updating your depreciation report, and An update on the Civil Resolution Tribunal (open to CCI Members and the public)
September 24th	½ Day Seminar and AGM The Use and Abuse of Limited (and) Common Property
November 17th	Evening Seminar Airbnb – private profit in a Strata Corporation
2017	
January 19 th	Evening Seminar Avoiding Property Management Spats in your Strata Corporation
February 18th	½ Day Seminar Human Rights Complaints: Smoking, hardwood floors pets and
April 27th	Evening Seminar How-to CRT
May 27th	½ Day Seminar Insurance

More information for each seminar will be available on the CCI Vancouver website as each seminar date approaches. If you would like to be notified of seminar details via e-mail, please subscribe to our e-news on the website.

All topics and dates are subject to change.

Canadian Condominium Institute - Vancouver Chapter P.O. Box 17577 RPO The Ritz, Vancouver, BC V6E 0B2 Phone: 1.866.491.6216 Ext. 114 | Fax: 1.866.502.1670 ccivancouver.ca | email: contact@ccivancouver.ca

Strata Council Members and Strata Owners





Half Day Strata Educational Seminar

Repair, Maintenance and Updating Your Depreciation Report

- Kevin Grasty, WSP Canada Inc.

An Update on the Civil Resolution Tribunal

- Shannon Salter, Chair of the Civil Resoluton Tribunal

An Educational Opportunity
Brought to You by the

CCI Vancouver Chapter

CCI Vancouver Half Day Strata Educational Seminar

Saturday, May 28th, 2016

Westin Bayshore Hotel 1601 Bayshore Drive Vancouver

Registration Fee:

(Includes Coffee, Seminar & Lunch)

Members \$30

Non-Members \$ 55

(If using coupon, it must be presented at check in)

Seminar:

8:30 AM to 12:00 Noon

You must PRE-REGISTER as there will NOT be any registration at the door. Space will be limited. DO NOT DELAY!

REGISTRATION FORM: CCI VANCOL	IVER – HALF DAY SEMINAR	MAY 28TH, 2016
Name:	Phone:	Email: Condominium canadien condomini
Name and Address of Strata Mana	gement Company	How did you hear about this seminar?
Seminar Fee:	x \$30 = ber x \$55 = \$10 =	Credit Card: □ Visa □ Mastercard Credit Card Number:
(coupon must be presented at time of check REGISTER ON-LINE AT: www.cciva OR FAX COMPLETED REGISTRATIO MAKE CHEQUE PAYABLE TO CCI V. P.O. Box 17577 RPO The Ritz, Vancoupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at time of check the coupon must be presented at the coupon must be	ncouver.ca N FORM TO 1-866-502-1670 ANCOUVER AND MAIL TO:	Expiration Date:/ Name on Card: Signature: Note: Charges will appear on credit card statement as: Association Concept
TO BE NOTIFIED ABOUT FUTURE ELECTRONIC NEWSLETTER AT: C		OUR FOR MORE INFORMATION CALL: 1-866-491-6216, Ext. 108 or email: contact@ccivancouver.ca



Canadian Condominium Institute – Vancouver Chapter Advertising Opportunities in Condo News Publication

Condo News is a quarterly publication of CCI Vancouver Chapter circulated to all members of CCI Vancouver via e-mail. Read the President's Message, case law updates, strata articles, interesting feature articles and much more. All Condo News issues (archived and current) are available to CCI Vancouver Members for downloading in PDF format from the Members Only area of the chapter's website. Advertising and article submission opportunities are available only to members of CCI Vancouver.

Advertising Submissions

- Please provide your photo quality advertisement in either an electronic format or camera-ready, suitable for scanning. (Inkjet print-outs are not acceptable).
- Scanned images must be in a high resolution of at least 300 dpi.
- Electronic files must be submitted in .tiff or .pdf format.
- PDF files should not be converted from colour to black & white.
 If the ad is to be in black & white, the original file must be in black & white. If the ad is to be in colour, the original file must be in colour.
- Ad copy submitted should be sized to the ad requirements (see ad sizes below).

Advertising Rates 2016 / 2017

Size	Members Black & White	Members Full Colour
Business Card - 3.33" w x 1.83" h	\$ 75.00	\$ 100.00
1⁄4 Page - 3.5" w x 4.75" h	\$ 150.00	\$ 350.00
½ Page	\$ 350.00	\$ 750.00
7" w x 4.75" h (Landscape)		
9.5" w x 3.5" h (Portrait)		
Full Page - 7" w x 9.5" h	\$ 600.00	\$ 1,150.00
Back Cover		\$ 1,200.00

Rates are based on a per issue basis.

Contact us at contact@ ccivancouver.ca for special discounted rates for 4 quarterly issues. Please send advertising submissions to the chapter's e-mail address: contact@ccivancouver.ca Payment must be received by CCI Vancouver Chapter prior to printing.

Condo News Ad Payment for Size	Colour or B&W
Contact Person Company Name Address Phone () E-Mail Address	MAKE CHEQUE PAYABLE TO CCI VANCOUVER AND MAIL TO: P.O. Box17577 RPO, The Ritz, Vancouver,B.C. V6E 0B2 or BY CREDIT CARD: Credit Card: □ Visa □ Mastercard Credit Card Number
Fax () For more information email: contact@ccivancouver.ca or go to www.ccivancouver.ca Note: Charges will appear on credit card statement as Association Concents	Expiration Date / Name on Card Signature









CCI VANCOUVER 2016 / 2017 EDUCATIONAL SPONSORSHIP OPPORTU

CCI Vancouver regularly hosts well-attended Educational Seminars providing knowledge, information and networking opportunities to equip strata council members and individual owners with the skills and knowledge necessary to conduct the affairs of a strata corporation.

Sponsorship opportunities are available for these events providing Business Partner members with an excellent opportunity to gain industry-wide recognition while supporting CCI Vancouver.

Continental Breakfast Sponsorship (½ Day Seminars) Includes:

\$500

- Sponsor's logo on event promotional e-blasts
- Logo linked to the sponsor's website on the seminar page of the CCI Vancouver website
- Name and logo on event signage
- Two complimentary quest registrations
- Opportunity to introduce the seminar speakers at the beginning of the seminar
- Recognition from time to time during the course of the seminar
- Recognition in the post-event write up in the next issue of Condo News Publication

Coffee Break Sponsorship Includes:

\$300

- Sponsor's logo on event promotional e-blasts
- Logo linked to the sponsor's website on the seminar page of the CCI Vancouver website
- Name and logo on event signage

- Two complimentary quest registrations
- Recognition from time to time during the course of the seminar
- Recognition in the post-event write up in the next issue of Condo News Publication

Special Sponsorship Package for all 6 Seminars Includes:

- \$500 discount
- Sponsor's logo on event promotional e-blasts
- Logo linked to the sponsor's website on the seminar page of the CCI Vancouver website
- Name and logo on event signage
- Two complimentary quest registrations

- Recognition from time to time during the course of the seminar
- Half page colour ad in one issue of Condo News Publication (Sponsor needs to provide the ad) (\$750.00 value)
- Recognition in the post-event write up in the next issue of Condo News Publication

Half Day Sem	inar
Sentember 24	Continental Bre

Evening Seminar

September 24	Continental Breakfast	Coffee Break	November 17	☐ Coffee Break
February 18	Continental Breakfast	☐ Coffee Break	January 19	☐ Coffee Break
, <u> </u>	Continental Breakfast		April 27	☐ Coffee Break
Contact Person			MAKE CHEC P.O. Box175	QUE PAYABLE TO CCI VANCOUVER AND MAIL TO: 577 RPO, The Ritz, Vancouver,B.C. V6E 0B2
Address			or BY CREDI	
Phone ()			Credit Card	d: 🗆 Visa 🔻 Mastercard
E-Mail Address			Credit Card	d Number
Fax ()			Expiration	Date /
For Registration or m	nore information email: c	ontact@ccivancouver.ca	Name on C	Card
or go to www.ccivan			Signature	
Note: Charges will app	pear on credit card statemer	nt as Association Concepts	5.	



MEMBERSHIP APPLICATION

MEMBERSHIP TO JUNE 30, 2017

How/from whom did you hear about CCI?:

PLEASE COMPLETE ALL AREAS	☐ Townhouse ☐ Apartme	nt Style Other	
Condominium No.:	No. of Units:	Registration Date:	
Management Company:		Contact Name:	
Address:			Suite #:
City:	Province:	Postal Code:	
Phone: () Fax: ()			
Email:			
Condo Corporation Address:			Suite #:
Dity:	Province:	Postal Code:	
Phone: () Fax: ()			
Email:			
President:			
Name	Address/Suite		Email
Treasurer: Name	Address/Suite		Email
Director:	A.I.I. 10 '		Email
	Address/Suite ement Company address	Condo Corporation add	
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MEMBERSHIP APPLICATION

MEMBERSHIP TO JUNE 30, 2017

Name:	Occupati	on:
Company:		
Address:		Suite #:
City:	Province:	Postal Code:
Phone: ()	Fax: ()	
Email:		Website:
Anual Fee: \$180.0	00	
JSINESS PART	TNER MEMBERSHIP	
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