

Toronto Condo News

★ *What Condo Dwellers are Reading* ★

November 2016



From the Editor

Toronto Condo News is delivered to over 800 identified management offices. Many more offices receive Toronto Condo News without identifying a physical location.

Some management offices redistribute the magazine to directors and residents. They may repost on the corporation website, or link directly to Toronto Condo News or Condo Archives.

Some choose not to redistribute Toronto Condo News to directors or residents. Fortunately, anyone can subscribe, free of charge, through our [website](#).

Published articles are determined by what we feel is useful or relevant to condo directors and residents.

If you like what you read and want to share throughout your building, we encourage you to do so by linking directly to www.TOcondonews.com from your condo website or forwarding our monthly communication to your neighbours.

As always, we appreciate your comments on past articles and suggestions for future articles.

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.... and more



Your Rainy Day Fund

Nobody wants to live under a leaky roof

Planning for the future is hard. There are always things that must first be dealt with today.

In condo buildings planning for the future is even harder. After paying for what needs to be done today, some feel that building up a surplus, such as a reserve fund, is taking money away from owners that could be better used by them.

The reserve fund pays for building infrastructure that requires future repair or replacement. That 20 year old roof, expected to last 30 years, may need to be replaced in five years at a cost of \$1 million. Raising \$1 million is difficult. When three or four projects of this magnitude need to be undertaken around the same time that \$1.5 million reserve fund no longer seems adequate.

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Toronto Condo News is published monthly.

Toronto Condo News is delivered to condo residents, board members and management in nearly 800 condo buildings throughout Toronto and the GTA.

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Mental Illness Affects All Condo Residents

Beacon Hill is home to some of Boston's most exclusive and expensive homes.

During a July 2015 inspection at least 100 rodents were found to be living in a Beacon Hill condo "not fit for human habitation."

The resident was a 49-year old man who resided there for 15 years. He had not left the suite for at least 7 years and suffered from severe agoraphobia, a fear of crowds and public spaces.

The owner of the condo was his mother who had not been inside the suite since 2002.

It appeared that the resident was feeding the rats and trying to domesticate them.

The rat infestation was found after several complaints about loud banging. After it was discovered, the resident was taken to a local hospital. Door locks were changed so that he could not return.

Cleanup took a biohazard company three weeks. They had to demolish the unit down to its studs.

This condo suite is now part of a legal complaint filed by the condo owner one floor below. Cleanup has caused dust and debris to fall on counters, tables, artwork, linens and furniture. The owner will have to vacate his suite while the ceiling is replaced.

The entire building smelled of rat urine and decay.



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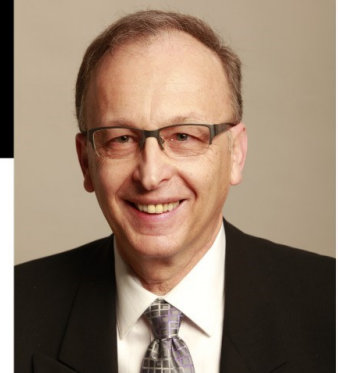
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Financial Management

Your Rainy Day Fund *continued*

Rainy Day Fund *continued from page 1*

Then there are those windows to be replaced, cracks in the pavement that need to be repaired, and water leaks to be sealed. There are common areas to repaint, building equipment to repair and security cameras to replace.

The list never ends.

Your reserve fund is a

**“He who fails to plan
is planning to fail”**

Sir Winston Churchill

compilation of estimated repair and replacement costs over the next 30 years. It estimates when specific work is likely to be necessary. The study is updated every three years.

Planning for the future is essential. The alternative, which few can afford, is to pay the exact amount required to undertake necessary repair and replacement when needed.

Continued page 4

Holiday Safety Tips



Holiday time is a time of increased danger for condo residents when flammable items may be used as part of the celebration.

- Ensure holiday trees and decorations are flame-retardant, non-combustible and non-conductive
- Do not hang decorations from or near sprinkler systems
- Avoid use of mistletoe and poinsettias as both can be harmful to children

Continued page 4



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Financial Management

Holiday Safety Tips

continued from page 3



- Do not set up a real Christmas tree near a heater, radiator, fireplace, television or heating ducts
- If using aluminum or metal trees do not hang lights or other electrical items on it
- When purchasing an artificial tree ensure it is labelled as fire-retardant
- Do not burn gift wrap, boxes or other items in the fireplace
- When using candles do not leave them unattended while burning



Your Rainy Day Fund *continued*

Rainy Day Fund

continued from page 3

When funds are lacking, necessary repair and replacement is delayed or ignored. More problems and higher costs result. While this may be an acceptable option in a single family home short on funds, it is unacceptable for a condo community where each has agreed to contribute necessary funds to ensure sustainability.

A special assessment is one option condo corporations have when funds are in short supply. When assessed, it is an obligation that condo owners must pay when demanded. The special assessment is the result of a failure to adequately plan. As difficult as it may be for a board to acknowledge failure, or the failure of prior boards, by implementing a special assessment it is



preferable to running out of cash or being forced to borrow money – which must then be repaid with interest.

Nobody wants to live in a home with a leaky roof.



For more information on water issues, see the [Condo Archives](#) – Condo Building Management, subheadings Water Issues and Infrastructure.

For assistance identifying vendors who can assist with water infiltration, [Condo Resource Guide](#) can help. Look under Energy Services and Roofing.



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Condo Governance

Snow Removal Contracts



One of the benefits of hiring an outside service to handle clearing of snow and deicing is liability.

Should someone slip and fall, some believe that use of an outside service protects against liability.

While snow clearing and deicing services may carry liability insurance, contracts may limit their liability. They may do this so that they can obtain insurance or to reduce the cost of their

Continued page 6



Unintended Consequences

Condo directors and owners should take care in modifying bylaws to restrict condo board participation.

Two changes to a condo corporation's governing documents that can have unintended consequences are term limits and owner-only board participation.

Term Limits

Term limits can prevent highly qualified directors from continuing to serve on a condo board. This becomes a problem when a condo corporation has no equally qualified individuals to replace those who are required to step down.

Support for term limits may come from condo owners or directors seeking to remove popular directors so that their preferred candidate can become a director.

Owners-Only Board

Requiring that directors be condo owners prohibits spouses from serving as directors. It can also prevent talented individuals, such as officers or directors of companies who reside in the building and consider it their home, from lending

their talents to the condo corporation.

Condo boards work best when the best qualified individuals are prepared to

volunteer their time to improve their community. It serves no purpose to exclude highly qualified and talented individuals from serving on the board or to place arbitrary restrictions on their participation.

When a condo corporation struggles to find qualified candidates from participating on the board, term limits and owner-only directors suggest an agenda unlikely to be in the best interest of the condo community.



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Condo Communications

Snow Removal *continued from page 5*

insurance.

- Review snow clearing contracts to understand liability limits
- Request copies of insurance certificates to ensure coverage is consistent with the contract

For more information on winter maintenance and snow removal, see the [Condo Archives](#) – Condo Building Management, subheading Maintenance

For assistance identifying vendors providing snow clearing services, [Condo Resource Guide](#) can help. Look under Landscaping/Snow Removal.



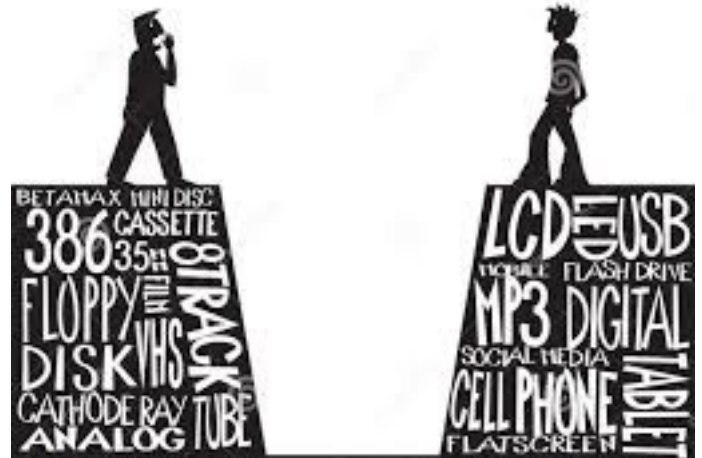
Kids these days!

The Emerging Generation Gap in Condo Corporations

(This US article describes issues confronting condo corporations in the coming years as they struggle to resolve generational conflicts in their communities. It has been reprinted with permission. The title has been modified to reflect local terminology.)

I missed the first generation gap where hippies were placing daisies in the rifles of the National Guard members. As a member of Generation X, however, I am here for the one that is now emerging in private residential communities around the country. Attend any condominium, cooperative or HOA Board or membership meeting and you are likely to sense some tension and considerably different perspectives which often fall along generational lines. A generational divide in terms of tastes, beliefs, politics and attitudes is usually harmless and occasionally comical but in a community association setting the gap must be acknowledged in order to be overcome.

The influx decades ago of retirees in their fifties and sixties into Florida and other Sunbelt states has resulted



in many of those same folks having aged in place with quite a few now in their eighties and nineties and still serving on their boards of directors. For many they have been doing things a certain way for a very long time and they embrace the philosophy "if it ain't broke, don't fix it". However, "it" is often broken and some directors just don't recognize or refuse to admit that reality.

At this point, any discussion of the IGen, Gen Z or Centennials is premature in the context of association leadership as you will not find many members of these generations currently serving on their association boards as they were all born in 1996 or later. These young adults may be living in your community but they are probably not

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Condo Communications

Extreme High-Rise Condos



High priced condo properties are often purchased for a unique lifestyle. Condo suites tend to be larger than most houses and cost in the tens of millions of dollars.

In 2015, New York City had more than 40 units that sold for more than \$20 million each.

In Miami a five-bedroom 8,270 square foot penthouse in South Beach sold for \$55 million. It looks like the top of a cruise ship with white curved decks and an infinity pool. Elsewhere in the city, a

Continued page 8



Kids these days! *continued*

The Emerging Generation Gap in Condo Corporations

Kids these Days
continued from page 6

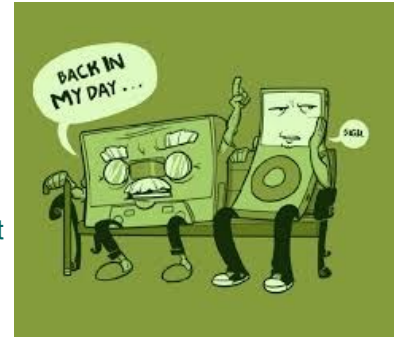
attending meetings and are even less likely to be serving on a board.



Members of the Millennials and Gen Y (1977-1995) and Generation X (1965-1995) are serving on boards and often butting heads with the Baby Boomers (1946-1964) and Traditionalists or the Silent Generation (born prior to 1945). Even younger members of the Baby Boomers can find themselves at odds with older members of their own generation when it comes to operational and substantive challenges confronting their communities.

So how is the current generation gap manifesting itself? Fiscal and strategic planning are two areas

where the cracks in a divided board may be most apparent. While it is certainly not true for everyone, some older board members (and older community members) do not wish to fully fund reserves since they may not live to reap the benefit of those reserved dollars. The "I no longer buy green bananas" philosophy can also extend to maintenance, repair and improvement decisions as well.



Generational tensions can also arise when aspirational matters are discussed. Many younger directors want state-of-the-art technology (online voting, digitized association records, sophisticated communication systems) as well as recreational amenities that enhance an active and innovative lifestyle. Some communities have kept pace with changing lifestyles and replaced no longer popular amenities like shuffleboard courts with fitness courses and car charging stations; others are lagging behind in making these sorts of changes.

Generational gaps can also be exposed when passing or enforcing use restrictions. Younger directors might have a

Continued page 8

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Condo Communications

Extreme Condos

continued from page 7

10,100 square foot property listed for \$41.8 million. Currently under construction, the building lobby is expected to include a 12,000 gallon tank with jellyfish.



In New York City one of the more expensive condos was listed at \$85 million. This 10,000 square foot, 10-bedroom penthouse includes a yacht and two Rolls-Royces. Building amenities include an ice-skating rink, lap pool and golf-driving range. Each morning a complimentary breakfast is served in

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Kids these days! *continued*

The Emerging Generation Gap in Condo Corporations

Kids these Days

continued from page 7

more liberal approach to rules than their older counterparts. Typical use restrictions regarding pets and occupancy might not hold the same appeal for a younger generation embracing the shared economy which has spawned companies like Airbnb and Uber.



These generational tensions can and do occur in all types of communities but they surprisingly also occur inside "55 and older" communities. Why would that be the case



when the community population is supposedly homogenous given that all of the residents are "older"? Actually, a 55-year old individual today probably has more in common with a 45-year old individual than with a 55-year old alive in 1988 when the Fair Housing Amendments Act was passed. Since Americans are living longer and starting families at a much later age than they did three decades ago, many people in their mid-fifties can still be raising elementary age children.

Overall, it is not only helpful but essential to have different opinions and ideas on a representative board. The tug and pull of those ideas can result in real progress. And, learning more about what the generation ahead of or behind you believes couldn't hurt.

This blog has been reprinted with Permission. Donna DiMaggio Berger is a Shareholder at [Becker & Poliakoff](#). [Click here](#) to access the original article .

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Condo Life

Extreme Condos

continued from page 8

the building lobby. Elsewhere in the city, a 4,000+ square foot condo listed for \$15.5 million has amenities that include an indoor soccer field,

The most expensive and largest Los Angeles condo for sale in 2015 was 9,318 square feet. It was listed for \$28.95 million. More intriguing is a condo building scheduled to open in late 2016. Suites are expected to sell for as much as \$5 million. Amenities are expected to include a swimming pool with cabanas and a drone landing pad for delivery of online orders.



No Car?

Getting Around the City is Easy even without Public Transit

The growing numbers of condo residents who don't own a car have more options than ever when they require personal transportation.



Taxi and Limo Services

At one time taxis were easy to flag down south of Bloor but nearly impossible to find in the suburbs. Today, taxis are more easily found in suburban areas that have become urbanized through the popularity of condo living.

Nearly 5,000 taxis service Toronto under dozens of company names. Taxis can be flagged down on the street or requested by telephone.

Uber Taxi

For those who prefer taxis plus the convenience of online, Uber Taxi offers a solution. Standard meter rates apply plus 20% tip which can be adjusted online. Sample Fare: \$18 for a 5 km ride

Uber Black

Uber's premier service is for those who desire quality

vehicles with professionally licensed chauffeurs. Cost is \$8.00 plus \$0.50 per minute and \$2.70 per km plus a 20% tip which can be adjusted online.

Sample Fare: \$28 for a 5 km ride

UberX

Uber's most economical service offers rates lower than their other services but with no control over the type of vehicle that arrives or the individual driving the vehicle. Cost is \$2.75 plus \$0.25 per minute and \$0.80 per km. Prices increase during peak times.

Sample Fare: \$12.50 for a 5 km ride

Car Share Services

Autoshare

A good choice for those who anticipate needing a car on a regular basis. The company maintains 175 pick-up spots throughout the city with many located in condo building parking garages. Hourly rates start at \$9.25 plus a \$45 monthly payment. A \$29 sign-up fee applies.

Car2Go

These smaller Smart Cars are best for travellers without passengers or items to transport. Vehicles are located in 150 Green P lots south of Eglinton. Rates are \$85 a day, \$15 per hour or \$0.41 per minute. A \$35 sign-up fee applies.

Zipcar

The company offers more than 200 pick-up locations throughout Toronto. Membership can be used in 43 U.S. states and some European cities including Paris, London, Barcelona and Vienna. Cost is \$64 for an annual membership with hourly fees starting at \$9.25.

Alternate City Transportation

BikeShare

Formerly Bixi, the company maintains 80 stations throughout downtown with bicycles designed for leisurely riding. Cost is \$18 per month. First 30 minutes of each ride are free then \$1.50 to \$7 per half hour.



Condo Building Management

Luxury Condo Sales Driven by Baby Boomers



The [2015 Re/Max Spotlight on Luxury Report](#) identifies baby boomers as the primary driver of luxury condo sales.

During the period January 2015 to July 2015, 320 condos sold for more than \$1 million in the Greater Toronto Area. This was a 42% increase over the same period in 2014.

Downsizing baby boomers were

Continued page 11

Condo Corporation Saved \$6,000 per month in Water Charges *A Proactive Board Delivers Results*

This is about a condo corporation short of funds and how their newly elected condo board President succeeded in reducing their major expenditure - water.

This 204 unit condo corporation – of which 170 suites were occupied - had a bank balance of \$39, a fully used credit line of \$1,600,000 and required another \$100,000. They had waited too long to address their budget imbalance and a Special Assessment was deemed unacceptable.

The new condo board president was forced to find ways to reduce costs. When looking at water costs he realized that, of \$250 per month in condo fees, nearly \$100 per month was required for water and sewer costs. While an average person uses 1,500 gallons of water per month, their condo corporation average was 6,000 gallons per occupied suite per month. Something was wrong here.



Continued page 11

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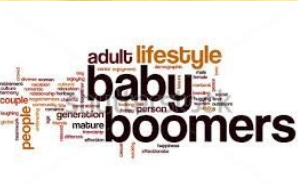
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Condo Building Management

Condo Corporation Saved \$6,000 per month in Water Charges *A Proactive Board Delivers Results* *continued*

[Luxury Condo Sales](#)
continued from page 10



identified as a growing influence on luxury condo sales. These are individuals who have owned their home for many years and have realized large gains from its sale. Condos offer an opportunity for greater luxury and amenities combined with lower maintenance costs. Condos also appeal to those who intend to travel or have a second home elsewhere.

Foreign buyers, particularly those from China and with school-age children, are also identified as a factor in the sale of luxury condos.

[Saved \\$6k per month](#)
continued from page 10

Assuming three people per suite on average, their target was to reduce water usage to 4,500 gallons per suite per month on average.

Installing a water meter made them aware that water was going through the meter even when everyone was asleep through the night.

The condo corporation installed low flow faucet aerators, low flow shower heads and water saving toilets. They replaced washer valves.

Within 60 days, their water bill dropped from over 1,000,000 gallons per month to 700,000 gallons per month. This reduced water costs by \$6,000 per month – a savings of \$40/month per occupied suite. They surpassed their



target of 4,500 gallons per suite per month on average and reached an average of 4,118 gallons per month.

As time passed, savings from water use continued to increase as condo owners become more aware of water problems and reported even the smallest of water drips.

For more information on reducing water and other utility costs, see the [Condo Archives](#) – Condo Building Management, subheadings Energy Efficiency and Infrastructure.

For assistance identifying vendors who can assist with reducing water consumption, [Condo Resource Guide](#) can help. Look under Energy Services and Plumbing Services.

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*In the Guide under
Energy Services*

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Condo Rentals

Strategies to Combat Short-Term Rentals

Condo Home Office now a Retail Destination

It is not uncommon to find residential condo buildings that include retail and commercial space.

One interior designer has gone a step further and created what may be Canada's first residential shopping space.



[The Apt by 800 Sq Ft](#) is for Toronto urban dwellers living in spaces under 1,000 square feet.

The “store” is a “shoppable apartment”

Continued page 13

Condo corporations which prohibit short-term rentals and find residents or owners failing to comply have some options.

One approach is to monitor Airbnb and similar sites to identify suites in your building being advertised as available for short-term rental. Companies such as Sublet Spy and LeaseAbuse provide more extensive monitoring services to condo corporations.

Employees can be required to inform management of condo infractions, including short-term rental, and that failure to inform is grounds for termination.

Regardless of what methods are used to restrict short-term rentals, there must be active enforcement.

Rules without enforcement are ineffective

One group of condo owners recently took back control of their building from a condo board that was allowing their building to be run like a hotel. Directors of the building, at Wellington Street West and John St., did not enforce short-term

Rules without enforcement are ineffective

rental restrictions in the building. What ensued was a two-year battle that resulted in replacing four of five directors.

During a five year period two companies were leasing condo suites from owners and offering short-term rentals in violation of condo rules. The companies were providing copies of leases to condo management that stated they were for short-term leases. The companies claim to never have been informed of short-term lease restrictions.

When directors attempted to enforce short-term rental restrictions they were replaced by non-residents – in this case only one director position was reserved for an owner-occupier.

Suite owners had complained about short-term guests treating the condo building like a hotel. One owner reported guests mistakenly entering their suite and demanding that she and two children leave. Others complained of loud parties and drunken guests. Guests were throwing beer bottles and cigarette butts, and vomiting from balconies. One resident reports having to clean balcony siding from vomit dripping down from above.

One company involved in the short-term rentals was actively attempting to influence the condo election by asking owners to vote for candidates supporting short-term rentals. One of the former directors was listed on a website as contact for another condo leasing company.

A new condo board now appears intent on enforcing their rules on short-term rentals. The two companies actively offering short-term rentals in the building will be leaving the building.

Condo Life

Mental Illness in Condo Communities

Retail Destination

continued from page 12

where everything visible is for sale. Items include artwork, kitchen items, cabinets, shelving, mirrors, rugs, furniture, lighting, towels, pillows and décor items.

This allows customers to visualize how things will look in a confined space.

Shopping at The Apt by 800 Sq Ft is by appointment only. The business claims to not be a retail business and not required to operate out of a zoned retail space.

The business has been open since June 2015. Similar businesses operate in Vancouver and New York City.



When residing in a condo dealing with mental illness becomes more personal.

While the Ontario Human Rights Tribunal requires that mental illness be accommodated to the point of undue hardship, there is no clear understanding of what this means.

Some view “undue hardship” as referring to health or safety concerns.

The impact of one individual on dozens or hundreds of residents should also warrant consideration. Behaviours such as threatening others, yelling obscenities, being overly aggressive or unnecessarily noisy are not conducive with community living. Allowing such behaviours to continue can be detrimental to residents of a building. If not curtailed, it won't take long before resale values drop, owners sell and tenants depart.

Short of forcible eviction or sale of the condo suite, some issues

can be resolved in a compassionate way that respects those suffering from mental illness or behaviour issues:

- In-suite noise can be muffled by requiring soundproofing of a suite.
- Habitual smoking impacting on residents can be tolerated by requiring new physical barriers, hallway deodorizers or changes to hallway air pressure to prevent odours from migrating from a condo suite.
- Where hoarding or pest problems are recurring, in-suite cleaning can be undertaken by the condo corporation.
- A resident who compulsively banged on walls and yelled out windows had their windows sealed. He was provided with a Nerf bat and able to continue his compulsive behaviour.
- An owner regularly left pots on the stove for hours thus causing building-wide fire alarms. The court ordered the stove and oven locked. A care worker was hired to prepare meals and provided with a key to the lock.



The cost of these remedies need not be paid by other condo owners. The Condo Act allows condo corporations to recover costs of in-suite work from the condo owner that precipitates the remedy.

[Condo Resource Guide](#) provides access to vendors and services that can assist in dealing with many of the problems resulting from mental illness.

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Condo Governance

Is that Really a One Bedroom Suite



Larger one bedroom suites can be renovated for more usable space. This is appealing to families and others that require more space.

There is a shortage of two bedroom suites at affordable prices. One bedroom suites can be an appealing alternative. Under-utilized space can be converted to a second bedroom, nursery, playroom or office.

Continued page 15

Condo Owner MUST Maintain their Suite or SELL

Condo living requires acceptance of restrictions on lifestyle which may have a negative impact on neighbours.

A condo owner is not allowed to neglect proper maintenance when it impacts on the safety, security and well-being of neighbours. An Ottawa condo owner's suite became infested with bed bugs and determined to be a health hazard. Furthermore, the suite was so cluttered that fire inspections were not possible. This problem continued for two years at which time the condo board required that the owner address these problems. Eventually an Ontario Superior Court judge forced the individual to comply.

The court ordered the condo owner to have the bed bugs exterminated and the suite cleaned up. The condo

board was granted authority to undertake this work if necessary. If the condo owner chooses not to comply with the orders he could be forced to sell his condo. The condo owner was required to pay more than \$10,000 in legal costs plus bed bug treatments and necessary repairs to the suite. Had he complied when requested to do so, bed bug treatments would have likely cost a few hundred dollars.



A Toronto condo suite had bad odours coming from inside and a cockroach infestation problem. In February 2015, owners were given a final opportunity to work with the condo corporation to address the problem. Owners were required to allow cleaning and de-infestation of their suite. In June 2015 the owners had not yet allowed the corporation to enter the suite. The owner was found to be in breach of the court order and conditions were deemed to pose health risks to other residents. The condo owner was required to pay the corporation's legal, cleaning and de-infestation costs.

Condo corporations have an obligation to ensure that residents comply with the Condo Act and condo corporation documents. When residents or owners fail to comply, courts can require compliance. They can also require condo owners to pay legal costs that become necessary to ensure compliance.

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Condo Life

One Bedroom Suite *continued from page 14*

The space may come from a dining nook, solarium, den or other open area that can be made smaller.



Architects and designers are adept at making optimal use of space in a smaller condo suite. [Condo Resource Guide](#) identifies architects and designers under the headings of Design Services, Engineering Services, Contractors and Home Finishing.

When space is converted to a second bedroom, it becomes important to review condominium by-laws for limits on how many

Continued page 16



Condo Living Frustrations

Condo living is a popular lifestyle embraced by more than half of all Torontonians.

As with other forms of residential living and home ownership, there can be frustrations for those who are unprepared.

Here are eight issues that likely account for the majority of frustrations relating to condo living.



Garbage

While most would prefer not to live in areas with garbage, many seem comfortable with inflicting their unwanted trash on others. This is surprising in condo buildings with easy access to a garbage chute on each floor.

It is particularly offensive to find the garbage chute room filled with trash or the chute filled with trash from the last visitor to the room. Those who discard large items in

the chute can make it inoperable for days or weeks.

Nobody likes walking through bad smelling areas filled with trash or recycling. Yet garbage and recycling can be found in a building's public areas including hallways, overflowing or open receptacles in the mail room, on the floor in trash rooms and even in open areas such as the garage.

Garbage is the easiest of all problems to resolve. A failure to do so points to condo management and/or boards out of touch with how to adequately maintain their building for the benefit of most residents.

Noise

Loud voices or celebrations in hallways, evening construction work, banging on walls or floors, yelling and excessively loud music can make condo living inhospitable.

The problem is not always residents. It can be inconsiderate or intoxicated guests or visitors who have no awareness that others within earshot are not part of their group.

Cigarettes and Smoking

Smoking becomes particularly offensive when discarded cigarette butts are found near doorways, parking areas, around the building or on outdoor balconies. The smell of

Continued page 16



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Condo Life

Condo Living Frustrations *continued*

One Bedroom Suite *continued from page 15*



people can reside in a “one bedroom suite”. Some condominium corporations may have limits on how many can reside in a condo suite.

Other condominium corporations may allow for additional residents but impose a surcharge to monthly fees to cover increased use of utilities and common areas.



Frustrations *continued from page 15*

smoke wafting into condo suites from other condo suites becomes an infringement on personal space inconsistent with condo living.

In-Suite Speakers



Most condo suites have an in-suite speaker that is to be used in the event of emergency. It allows the concierge or fire marshal to communicate with building residents. Its use is not always tightly controlled.

The first time you hear voices from the speaker may be after a false fire alarm – possibly at 4 am. While understandable, this becomes less tolerable after the second or third event in a week. The speaker system becomes abusive when messages get transmitted throughout the day, especially when the same message is repeated

two or three times. It becomes tempting to disconnect speaker wires despite being illegal to do so.

Parking Garage Confrontations

Too many building residents navigate their parking garage as if it were an off-road racing course. They turn corners without checking for other vehicles or pedestrians, turn into oncoming vehicles and generally choose to ignore all posted signs.



Pets and Pet Owners

Pets are great companions except for those that defecate in hallways, stairwells, in gardens or on walkways. Also those which constantly bark, yowl or lunge at other building residents.



Of course, most of this is the fault of pet owners who fail to properly care for their pets or follow building rules.

Some oppose allowing pets in condo buildings. Others advocate for better rules and enforcement while making owners responsible for the costs of misdeeds by their pets.

Out of Date Phone or Buzzer Systems

Many condo buildings have a buzzer or call system allowing guests in the lobby to call up and have you grant access. This may require a hard wired landline. More specifically, the system may not work with mobile phones or wireless handsets.

Many condo residents no longer have a landline. Those that do have a landline also likely use a wireless handset. The majority that now rely on a mobile telephone find it increasingly difficult to connect to their building's internal telephone system.

Use of Hallways as Personal Space

Hallways are not for storage of shoes, boots or other personal items. They are also not a play area for children.

Condo Boards

Unlawful Dog in Condo Costs Owner \$47,000



One condo owner ignored their condo corporation's no pets rule and has been ordered to pay \$47,000.

A woman moved into a condo suite with a dog that weighed over 25 lbs. She was aware the condo building has a 25 lb weight limit on pets and did not seek permission for the pet.

After first claiming the dog was needed for her work with autistic children, letters were subsequently provided claiming the dog was necessary for

Continued page 18

Board of Advisors

Many condo boards are plagued by high turnover. This may be the result of heavy demands being placed on volunteers or their own limited availability. Mandated terms of office require regular elections where owners may prefer new directors over stability and, possibly, experience.

Turnover on a condo board can result in inexperienced directors making decisions and managing millions of dollars. They may do so without an understanding of fiduciary responsibility, the issues at hand or experience. They may rely on paid advice that does not always reflect the best interests of the condo corporation.

One way to compensate for this lack of experience is to establish a Board of

Board of advisors



Advisors comprised of former condo directors who can advise the current board when requested to do so.

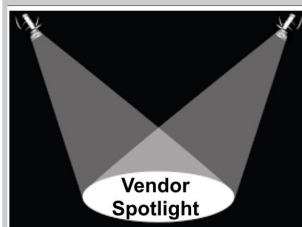
This is one way to infuse experience and maintain institutional memory. It requires individuals willing to serve on a Board of Advisors. This willingness will exist so long as a Board of Directors is well organized, seeks quality and experienced individuals as advisors, and utilizes its Board of Advisors on a regular or semi-regular basis.

While not legally bound to do so, a Board of Directors should be prepared to heed sound advice of its Board of Advisors even when it conflicts with popular opinion and beliefs. Doing otherwise relegates the Board of Advisors to a function that skilled and experienced individuals are not prepared to accept and makes such a body irrelevant.

Advisory Board

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Dynamic Property Management
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In the Guide under Condo Management

Toronto's #1 source for the Condo Professionals you need!

Diversions

Mississauga condo developer forgets to put 120 bathrooms in brand new building

Unlawful Dog

continued from page 17

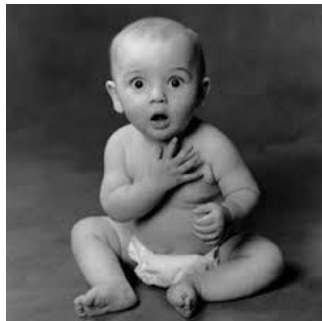
"emotional needs". Appropriately, the condominium requested evidence of a disability and permission to speak with the doctor which were denied.

The condo corporation denied the request for an exemption to the rules and the woman refused to remove the dog. The condo corporation went to court to have the dog removed. The judge ruled that there was no evidence of a mental disability and that the dog had to be removed.

The condo corporation was awarded costs of \$47,000. The judge agreed that owners in the building were blameless in the matter and should not have to pay the cost of pursuing a legal proceeding to enforce a breach of condominium rules against the owner.

Condo living is supposed to be simple. So you can imagine the shock of some Mississauga condo owners when they moved into their units and discovered that something simple was missing: None of the units in the 35 storey building had been equipped with a bathroom.

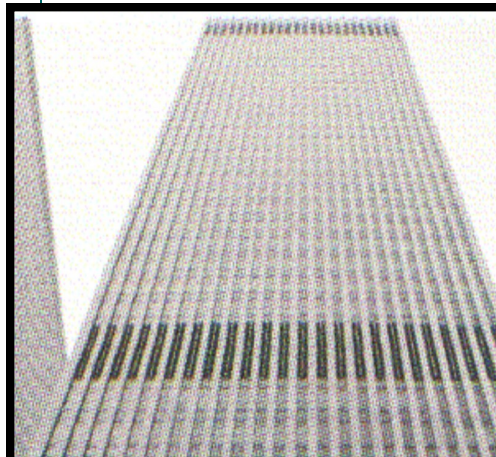
In his interview with This is That, developer Jordan Petrescu, admitted a mistake had been made but surprisingly was not willing to take the blame.



"There are no bathrooms in the units, but there were also no bathrooms on the plans or in our show suites," says Mr. Petrescu, "so technically, our customers bought these units knowing they were bathroomless."

Click to listen to hear how residents are now forced to use a porta-potty in the parking garage as a bathroom.

This is That is an award winning satirical current affairs show that doesn't just talk about the issues, it fabricates them. Their [original post](#) can be viewed on the CBC Radio website.



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