

# yourcondo yourcommunity

## Condominium 2013 Conference and Trade Show

Saturday, April 27, 2013 starting at 9:00 am at the Hamilton Convention Centre

*If you live in, own or work with condominiums, this conference is for you.*

EARLY BIRD: BOOK BEFORE FEBRUARY 15TH – \$125.00 (MEMBERS ONLY) | AFTER FEBRUARY 15 – \$150.00 (MEMBERS ONLY) | NON-MEMBERS \$ 250.00

### Exclusive SEMINAR & RECEPTION FOR PROPERTY MANAGERS *Only!*



sponsored by  |   
Formerly ING Insurance

on Friday, April 26, 2013 at 2:00 p.m.

Seminar "Best Practices for Managers" presented by ACMO

Wine & Cheese Reception with Exhibitors to follow at 4:00 pm • Cost \$25 per person (*plus HST*)

Conference and Trade Show • Saturday, April 27, 2013

## PROGRAM OVERVIEW

**TRADESHOW  
BOOTHS STILL  
AVAILABLE!**

Please contact Theresa Place  
([admin@ghccci.org](mailto:admin@ghccci.org))  
OR 1-877-444-2496 for  
more information.

7:30 – 9:00	Registration Opens and Breakfast with Exhibitors				
9:00 – 9:15	Welcome and Opening Remarks				
9:15 – 10:30	Plenary Session				
10:30 – 11:00	BREAK with exhibitors				
11:00 – 12:00	Session 1A Conflict Communication	Session 1B The Role of Key Players	Session 1C Investing in the Marketplace	Session 1D Working with Handymen and Contractors	Session 1E Electrical Safety & Compliances
12:00 – 1:00	LUNCH with exhibitors				
1:00 – 2:00	Session 2A Communication with Owners	Session 2B Understanding Condo Docu- ments, Laws & Enforcements	Session 2C Insurance Check-Up	Session 2D Let's Get Physical Building Issues in New Condos	Session 2E It's Raining Cats & Dogs!
2:00 – 3:00	Session 3A Communication and Leadership	Session 3B Working with New Directors – Providing Effective Tools	Session 3C Condo Borrowing Do's & Don'ts	Session 3D Landscaping - Turf, Trees & Water	Session 3E Condo Student Occupancies
3:00 – 3:30	BREAK with exhibitors				
3:30 – 4:30	Session 4A Motivating Community Involvement	Session 4B Conflict Resolution (Boards and Communities)	Session 4C Understanding Financial Statements	Session 4D Managing Older Condos	Session 4E Ask the Legal Experts
4:30	Wine and Cheese Reception				

## WELCOME

## OPENING REMARKS

## WHAT'S NEW: PLENARY SESSION

### Legislative Update

## SESSION 1A

### Conflict Communication/Dealing with Difficult Situations

Communicating when people agree is like sailing in calm waters. Skills are really tested when the weather turns stormy. Hear from our panel of expert navigators on how to effectively communicate when it matters most, through conflicts, difficult people and challenging situations.

## SESSION 1B

### So, what is My Job, Exactly?

#### *Define, Understand, Communicate the Role/Expectations of Key Players*

Learn how to effectively communicate the role and expectations of every key player at a condominium community including directors, property managers, staff, etc. Misunderstanding each other's roles will breed discontent and resentment. Practical tips will be provided to property managers on how to communicate your personal and company's policies to your boards right from the start. Directors will hear what should be expected from a management company beyond the management agreement. Furthermore, directors will be provided with a job description on what is expected from them to succeed as a team player.

## SESSION 1C

### Investing in the Market Place

Learn how to invest your money to obtain the best possible return while ensuring you are in compliance with the Act and maintaining liquidity for you upcoming reserve expenditures.

## SESSION 1D

### Working with Handymen & Contractors

#### *What you Need to Know to Protect your Condo Corporation*

This session will give condominium directors and property managers the keys in ensuring that the corporation is being served with a professional who has invested in WSIB, liability insurance, health and safety etc. Experts will be sharing a generic check list for all directors and managers to use before allowing any contractor or handyman on their site.

## SESSION 1E

### Electrical Safety & Compliance

## SESSION 2A

### The Medium is the Message

Corporations are utilizing several different means of communicating with their owners. Learn the many unique ways of delivering your message as well as how to turn barriers into gateways.

## SESSION 2B

### Avoid Costly Mistakes by Learning which Condo Docs and Other Laws You Must Understand

"Too many documents to read and understand – we pay the property manager to tell us what they mean!" This session will guide you through the documents which must be at your fingertips at all times and understood by directors, property managers and owners alike in order to prevent making serious and costly mistakes in the management of your condominium community.

## SESSION 2C

### Insurance Check Up

The expert panel will focus on the various types and amount of insurance coverage your condominium should have, including discussions of fidelity bond, appraisals and deductibles

## SESSION 2D

### Let's Get Physical

#### *Building Issues in New Condos*

The first years of a new condo's life are the most hectic by far, thanks mainly to the various physical building issues which confront directors and managers with complex components, big dollar values and short timeframes. This expert panel session will guide you through the following topics unique to new builds and conversions:

- Taking inventory of your building;
- Verifying maintenance/repair obligations;
- Conducting the performance audit;
- Assuming builder warranties;
- Handling deficiencies in unit construction;
- Choosing between lawsuits and Tarion claims;
- Terminating physical asset service contracts.

## SESSION 2E

### It's Raining Cats and Dogs!

#### *Everything a Condominium Corporation Needs to Know About Pets*

- Barking up the wrong tree? Pet restrictions in declaration v. rules;
- The scoop on problem pets - Nuisance pets and dangerous pets;
- Let sleeping dogs lie - Grandfathering pets;
- Human rights and therapy animals - More than just seeing-eye dogs.

## SESSION 3A

### Better Relations are Possible!

What role does the board play in communication? What is the manager's role in communication? What are the expectations of the professionals and service providers we enlist? Regardless of what role you fulfill in the condominium community listen to experts provide tips and recommendations to improve communications in your corporation.

## SESSION 3B

### You are a Brand New Director with little or no experience – Now what?

Being elected or volunteering to be on the board of your condominium community can be overwhelming, especially if you have never even lived in a condominium before or been on a board! Learn effective, practical techniques on how to be the best director possible. Find out the ways to educate, engage and maintain enthusiasm with your fellow directors and your management team! "Tools of the trade" will be shared with you including the need of

a "director's manual", Code of Ethics, Confidentiality Agreements and much more.

## SESSION 3C

### Condo Borrowing Do's & Don'ts

The expert panel will discuss steps involved in obtaining a loan for your corporation while ensuring you avoid the common pitfalls when a corporation decides to borrow.

## SESSION 3D

### Landscaping – Turf, Trees & Water *If we have another drought, what next?*

This expert panel session will focus on giving techniques on how to cope in a dry year. What signs to look for before your turf or trees die. What new innovations are available to save water when irrigating your property?

## SESSION 3E

### Condo Student Occupancies:

#### *A potentially harsh "learning experience" for Boards and Owners*

## SESSION 4A

### Motivating Community Involvement

When a condominium is seen as a community, the results can be explosively positive. Through effective communication and involvement, a group of uninformed, uninterested and unmotivated unit owners can be transformed into a positive force. Learn how to motivate your condominium into a vibrant community.

## SESSION 4B

### Where there are People, there are Conflicts.

Learn how to handle and disengage interpersonal conflicts on boards, within the community and between boards and property managers before you find yourself spending thousands of dollars in legal fees. Alternative ways to prevent a toxic environment and incurring costly legal fees will be discussed.

## SESSION 4C

### Understanding Financial Statements

Learn what is involved in reading and understanding your financial statements including how to establish a checklist of what you should be looking for.

## SESSION 4D

### Managing Older Condos

#### *The Life Cycle of a Condominium and What it Costs*

This expert panel will focus on financial issues with older condominium buildings, funding major repair and replacement in older condominiums and how to manage older buildings for the future.

## SESSION 4E

### Ask the Legal Experts

#### *Question & Answer*

## WINE & CHEESE RECEPTION, CLOSING CEREMONIES AND DOOR PRIZE DRAW

(You have to be there to win!)

**Our Diamond Sponsors:**



The Golden Horseshoe Chapter would not be able to present this conference without the support of sponsors and trade show participants. In addition to our Diamond Sponsor, Cowan & Intact, the following companies have pledged their support:

**PLATINUM SPONSORS**



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**AFTERNOON BREAK**



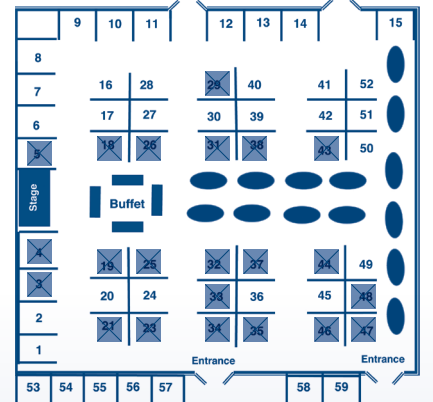
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60 SOLD Booths

**TRADESHOW BOOTHS STILL AVAILABLE!**

Please contact Theresa Place  
(admin@ghccci.org OR 1-877-444-2496)  
for more information.

**SPONSORSHIP OPPORTUNITIES**

SOLD	SOLD	2 REMAINING	5 REMAINING		1 REMAINING	SOLD	1 REMAINING	1 REMAINING
<del>Diamond</del>	<del>Platinum</del>	Gold	Silver	Bronze	Lunch	<del>Wine &amp; Cheese</del>	<del>Registration or Coffee</del>	Room Designation
<del>\$7,500 (1)</del>	<del>\$5,000 (2)</del>	\$2,750 (6)	\$1,750 (10)	\$750 (16)	\$2,750 (2)	<del>\$1,750 (1)</del>	<del>\$750 (3)</del>	\$500 (3)
NEW! Exclusive Sponsorship of the Friday afternoon Property Managers' Reception	-	-	-	-	-	-	-	-
1 Tradeshow booth	1 Tradeshow booth	-	-	-	-	-	-	-
10 Conference Passes	5 Conference Passes	5 Conference Passes	2 Conference Passes	-	5 Conference Passes	2 Conference Passes	-	-
Dedicated signage at entrance & throughout conference	Choice of logo on Name Badge or Pocket Agenda	-	-	-	-	-	-	Session room designated with your company name
Trade Show Hall Banner Signage	Trade Show Hall Banner Signage	Trade Show Hall Banner Signage	Trade Show Hall Banner Signage	-	Trade Show Hall Banner Signage / Table Signage	Trade Show Hall Banner Signage / Table Signage	-	-
Placard Signage	Placard Signage	Placard Signage	Placard Signage	Placard Signage	Placard Signage	Placard Signage	Placard Signage	-
Logo on Delegate Bag	Logo on Delegate Bag	Logo on Delegate Bag	Logo on Delegate Bag	-	Logo on Delegate Bag	Logo on Delegate Bag	-	-
Logo on Conference Program Binder	Logo on Conference Program Binder	Logo on Conference Program Binder	Logo on Conference Program Binder	Logo on Conference Program Binder	Logo on Conference Program Binder	Logo on Conference Program Binder	-	-
Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website	Logo on GHC/CCI Website

\*These prices do not include HST – add HST to your total

# CONFERENCE REGISTRATION FORM

HST#873960462

## Send to CCI-GHC Attention: Conference Registration

920 Brant St., Suite 23, Burlington ON L7R 4J1 or FAX 1-866-320-5361

### REGISTRATION FEES (PER PERSON):

Registration includes: 1 day of education sessions, access to trade show, lunch, coffee breaks, Wine & Cheese reception and program materials.

CCI Members / ACMO	Cost		# Attending	TOTAL
Early Bird (by Feb. 15th):	\$125.00	x	=	\$
After February 15th	\$150.00	x	=	\$
Non Members	\$250.00	x	=	\$
<i>It's not too late to join—ask us how!</i>				13% HST = \$
				TOTAL = \$
Property Managers' Reception (Must be a Property Manager)	\$25.00	x	=	\$
<i>It's not too late to join—ask us how!</i>				13% HST = \$
				TOTAL = \$

### SESSION SELECTION

Please indicate your session preference. This is not a reservation. It is for seat estimate only. All sessions are first come first seated.

SESSION 1	SESSION 2	SESSION 3	SESSION 4
A B C D E	A B C D E	A B C D E	A B C D E

Are you a member of ACMO?  Yes  No  
 Are you a member of CCI?  Yes  No  
 What Chapter?: \_\_\_\_\_

Name(s): \_\_\_\_\_

Company or Condominium Corporation: \_\_\_\_\_

Position (i.e. Director, President): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

### METHOD OF PAYMENT:

(Registration fees must accompany this form or registration will NOT be processed).

Cheque Enclosed  VISA  Mastercard

Cheque: Make cheque payable to CCI—Golden Horseshoe Chapter

### Mastercard or VISA:

Cardholder Name: \_\_\_\_\_

Card #: \_\_\_\_\_

Exp.(mm/yy) \_\_\_\_\_ CSV#: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_

*The Real Estate Institute of Ontario, (RECO) has selected CCI as a pre-approved educational provider. Attend all the sessions and earn 7 MCE credits at the conference. RCMs can earn credits as well.*

# SPONSORSHIP REGISTRATION FORM

HST#873960462

### PREFERRED SPONSORSHIP

- Diamond - **SOLD OUT**     Platinum - **SOLD OUT**  
 Gold - **2 LEFT**     Silver - **5 LEFT**     Bronze  
 Lunch - **1 LEFT**     Wine & Cheese - **SOLD OUT**  
 Registration     Coffee - **SOLD OUT**  
 Room Designation - **1 LEFT**

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Email: \_\_\_\_\_

**Please return this completed form and logos to:**

**CCI Golden Horseshoe Chapter**

920 Brant Street, Suite 23, Burlington, ON L7R 4J1

Tel: (905) 631-0124 Fax: (866) 320-5361

Email: admin@ghccci.org

### METHOD OF PAYMENT:

NOTE: Payment must be made in full before your company logo will be included with any of our sponsorship items.

Cheque Enclosed  VISA  Mastercard

Cheque: Make cheque payable to CCI—Golden Horseshoe Chapter

### Mastercard or VISA:

Cardholder Name: \_\_\_\_\_

Card #: \_\_\_\_\_

Exp.(mm/yy) \_\_\_\_\_ CSV#: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_

**Please supply your Company Logo in the following 3 formats: PDF, JPEG and EPS when submitting your application.**

*In lieu of speakers gifts, a donation will be made to the Ronald McDonald House Hamilton.*

*CCI GHC reserves the right to approve all submissions. All prices are subject to HST.*

*The CCI and its Chapters respect your privacy and are committed to protecting it. For more information reference our privacy statement at www.ghccci.org.*