



NEWSLETTER

12th Edition

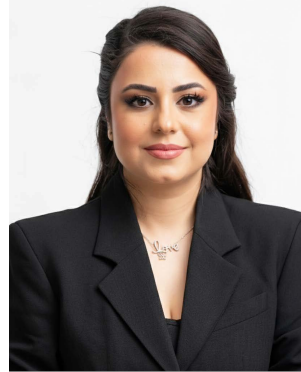
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Fresh From the Editor's Desk



Saba Farokh, M.A., B.A., OLCM-GL
Director of Business Development,
Condominium Manager

Growth brings new opportunities, and we're excited to share that GPM's e-newsletter, Director's Digest, has found a new home within our Business Development and Marketing team. While it remains a quarterly publication, we've thoughtfully refreshed its direction to bring you even more meaningful insight and a broader range of expertise.

In each issue, you'll hear directly from our GPM professionals; leaders in their respective fields; sharing practical guidance and real-world experience to better support our boards and communities. We're also welcoming respected external experts, including engineers and other industry specialists, to further enrich the conversations and expand the perspectives we bring to you.

To help you connect with the author behind each article, we are now including headshots and short bios so you can learn more about their background and experience.

As always, we truly value your feedback, it helps us continue shaping a newsletter that informs, supports, and grows alongside your governance journey.

Leadership Lens



Mo Killu, B.Sc. (Hon), RCM, OLCM-GL
Vice President, Client Services, GPM Property Management Inc.

In the blink of an eye, we find ourselves in mid-March, with spring just around the corner; a season that reflects growth, renewal, and preparing for what lies ahead.

It's also a busy period for boards and management teams as reporting, planning, and compliance remain top of mind.

At GPM head office, we actively plan training sessions and closely track licensing timelines, reminding our managers well in advance of their license renewal deadlines. Each General Licensed Manager is required to earn 10 CPE credits to maintain their licence, and we view this as a responsibility; not just to the regulator, but to the communities we serve.

While attending training may mean a manager is out of the office for a day, the return on that time is meaningful. Ongoing education keeps managers current on legislation, governance practices, and risk management, allowing them to support boards with confidence and clarity.

Investing in education strengthens leadership, improves decision-making, and ultimately benefits the entire community.

Thank you for continuing to partner with GPM and supporting our team.

CRM Corner

Trusted Professionals



Brenda Rudnicki, OLCM-GL
Client Relations Manager

The Client Relations Manager (CRM) role is busy, dynamic, and much like condominium management as a whole, never dull. Our primary purpose is to support the managers on our teams, as well as the directors within our portfolio.

From time to time, directors may hear from us by email or phone as we check in on how things are going at their sites, or to see whether there are any active items where the directors or manager could benefit from additional support. In this role, we attend sites periodically, participate in board or owners meetings when needed, and assist onsite teams with projects, escalations, and contract negotiations.

CRMs serve as an accessible point of contact. Managers and directors alike can reach out to us at any time, for any reason. One of the most valuable aspects of the role is the broad perspective it provides, we see a wide range of solutions to common challenges, work with many different contractors and trusted professional, and then we can share that knowledge and experience across our teams.

Historically, condominium managers often worked independently at their sites, which could sometimes feel isolating. The CRM role helps bridge that gap, ensuring no one feels they are navigating challenges alone and that support is always within reach. An added benefit for our clients is having a crm who gets to know your site and can ensure continuity by providing backup support when a manager is away or during a manager transition.

Wearing many hats is part of the role. We manage a high volume of communication, review numerous documents, and take part in many meetings. Ultimately, our goal is to ensure our team members feel supported, our boards know there is an added layer of assistance, and together we provide the best possible care for the communities we proudly serve.

CRMs welcome directors' feedback, questions, and the opportunity to be included in any communication or matters where our insight may be helpful. The CRM's role is to support both board members and managers, ensuring collaboration, clarity, and effective decision-making across the corporation.

GPM Growth Spotlight; Emergency Response Awareness



Selena Livingstone
Condominium Manager, B.A., RCM, OLCM-GL

As part of commitment to ongoing education and operational excellence, GPM managers recently participated in an in-person emergency response training session hosted by ARS Responds Canada, a company specializing in disaster mitigation and restoration. They welcomed GPM managers to their facility for an informative and hands-on seminar. The session began with an office tour, followed by a live demonstration of emergency response equipment commonly used during flood and fire events. Managers had the opportunity to see and handle tools such as moisture readers, thermal imaging cameras, dehumidifiers, air movers, and safety equipment.

The training also included a detailed presentation outlining emergency response protocols, including a review of a 24-hour initial site report. The session concluded with an engaging question-and-answer period, allowing managers to discuss real-life scenarios and best practices.

Key takeaways from the session included the importance of:

- Maintaining a clear emergency response plan and policy.
- Completing a pre-emergency onboarding process with service providers so they are familiar with the site layout, parking access, shut-off valves, mechanical rooms, and key contacts.
- Ensuring this onboarding is documented and shared with the Corporation's insurance provider, which may contribute to reduced insurance premiums.
- Keeping updated building data sheets readily accessible for weekend and covering managers.

Comprehensive training sessions empower our managers to respond to emergencies with confidence, efficiency, and professionalism.

Thank you to ARS for hosting a valuable and engaging training experience



(Bio) Selena has been a Portfolio Manager with GPM for nearly nine years, overseeing a diverse portfolio that includes townhouse communities, low-rise, and mid-rise condominiums. Throughout her career, she has successfully managed several large-scale capital projects, including one initiative that secured a Save on Energy rebate of over \$100,000 for a corporation. Selena also brings valuable experience navigating the City of Toronto's expropriation process, providing informed guidance to boards facing complex municipal matters.



Understanding the Difference Between Corporation Insurance and Owner Insurance

Heather Francis, B.A., OLCM-GL
Condominium Manager

Insurance – The “Two-Policy” System

Condominium insurance works differently from standard home insurance because responsibility is shared between the corporation and the individual unit owner. For this reason, condo insurance operates under what is commonly referred to as a two-policy system. In a condominium community, there are two separate but complementary insurance policies:

- Condominium Corporation Policy
- Condominium Owner Policy

The Condominium Corporation’s policy generally covers the building structure, common elements, and standard unit components as defined in the governing documents.

The Condominium Owner’s policy covers the owner’s personal belongings, upgrades or improvements within the unit, personal liability, and certain costs not covered by the corporation’s policy.

These two policies are designed to work together. One does not replace the other. Instead, each policy covers specific responsibilities to ensure that both the building and the individual owner are properly protected.

Condominium Corporation Insurance Policy

Under the Condominium Act, 1998, condominium corporations are legally required to maintain specific insurance coverage on behalf of the corporation, unit owners, and mortgagees. This includes property insurance covering the original building specifications and standard unit finishes as defined by the declaration or a registered Standard Unit By-Law. Corporations must also carry general liability insurance to protect against legal claims arising from common elements, boiler and machinery coverage for mechanical and electrical equipment breakdown, and directors’ and officers’ liability insurance to protect board members from claims related to wrongful acts performed in their governance role.

In addition to the corporation’s policy, unit owners and tenants are expected to maintain their own insurance coverage. Owners must ensure their units are properly insured against incidents that could cause damage to their property or neighbouring units. Failing to maintain insurance can create significant financial risk for both neighbours and the corporation.

Insurance – The “Two-Policy” System

When arranging personal condominium insurance, owners should review their policy carefully with a qualified broker. Coverage typically includes personal property, improvements or betterments made to the unit, personal liability, protection for the corporation’s deductible where applicable, and potential loss assessments. Owners are encouraged to consult brokers experienced in condominium insurance and review the corporation’s governing documents and insurance policy to ensure their personal coverage properly complements the corporation’s insurance.

Consequences of Not Carrying Owner Condominium Insurance

In a condominium, owners who fail to maintain insurance coverage can financially impact the building and neighbouring units. Without a comprehensive owner condominium insurance policy, an owner may be mandated to pay thousands of dollars out-of-pocket for damages that would otherwise have been covered.

- Financial Liability for Damages - If damages originate from a unit, the owner is responsible for repairing the unit’s interior, as defined in the governing documents.
- Negligence Claims - An owner could be held personally liable for damages to neighbouring units or common elements, including legal fees.

- Loss of Personal Property - The corporation’s insurance policy does not cover loss of any personal belongings.
- Additional Living Expenses - If the unit is uninhabitable due to damage, the owner would be responsible for any costs for alternate accommodations.

While the condominium corporation and unit owner maintain separate insurance policies, they function as an integrated solution for insurance coverage. The corporation’s policy safeguards the building’s primary structure and common elements. The owner’s individual policy covers personal property, unit improvements, and liability. Ultimately, it is the owner’s responsibility to understand the corporation’s governing documents to ensure they are not left financially vulnerable to corporate deductibles or uninsured losses.

***(Bio)** Heather is a seasoned condominium manager with over 12 years in the industry and 15 years as president on own condo board. She holds bachelor’s degrees in French and psychology. She describes the condominium management industry as never boring, and an industry with infinite learning potential.*





Signs Your Building Needs a Professional Review

Jaime Rodríguez, B.Tech (Arch.Sc.), C.E.T., RRO
Team Lead, Building Science & Restoration | Keller Engineering

Condominium managers and board members are responsible for maintaining complex assets that age, weather, and evolve over time. Knowing when to involve a trusted building science professional is key to preventing major repairs, minimizing disruption, and protecting long-term asset value and safety.

When Is a Professional Review Needed?

1) Visible Deterioration. Water Penetration. Air Leakage

Staining on ceilings, water leaks near windows, drafts, or cracks in walls and concrete can be early indicators of underlying building envelope or structural concerns. A professional review can identify the root cause and recommend appropriate solutions before the issue escalates.

2) Recurring Maintenance Problems

If the same repairs return year after year - whether it be HVAC hiccups, façade damage, or plumbing failures - it's time for a technical assessment. Professionals can help determine whether the issue is caused by systemic design deficiencies, aging materials, or concealed deterioration.

3) Changes in Building Use or Code Requirements

When a property undergoes modifications like renovations, EV charging installation, or updates driven by fire, accessibility, or building code requirements - engineering firms can help ensure compliance and safe integration with existing systems.

4) Preparing for Capital Projects

When major projects are being considered - such as roof replacement, garage rehabilitation, or cladding upgrades, it's important to involve a trusted specialist early. Condition assessments and project reviews provide critical insight into scope, budget, scheduling, and lifecycle impacts.

5) Unexplained Increases in Operating Costs

Unexpected increases in utility costs may indicate mechanical inefficiencies, while elevated annual maintenance costs can point to building envelope deficiencies. Expert analysis can identify contributing factors and guide a practical plan for corrective action.

Leaving Professionals Out of the Conversation Can be Costly

Delay on engaging a trained eye to assess an issue can lead to greater risk and significantly higher costs over time. Seemingly small issues, such as a minor leak or hairline crack, can develop into major structural deterioration, mold, or other safety hazards if left unaddressed. Proactive consultation helps extend component lifecycles, stabilize long-term budgets, and protect the financial health for the condominium community.

When in Doubt, Why Not Ask?

If you're uncertain about a building condition or a potential repair, it's always better to ask early. See what service can help empower you to make decisions. A condition assessment or updated reserve fund study can provide peace of mind, prioritize projects accordingly, and demonstrate responsible governance to your condominium community.



(Bio) Jaime leads Building Science & Restoration operations for the GTA and Southern Ontario at Keller Engineering <https://www.kellerengineering.com/>. With a focus on building science and building envelope engineering, Jaime provides design support and repair/replacement planning, quality control, building envelope forensics, diagnostic testing, and contract management services. He is primarily engaged in project management, delivering technical expertise, as well as building condition assessments and Phase I Environmental Site Assessments.



Electric Vehicle Charging Stations; A Factor Affecting Property Value

Michael Trendota B.Sc. MBA, CPM, RCM, OLCM-GL
Director of Community and Business Optimization

I've been driving an electric vehicle (EV) for 9 years now. I was one of the first few in Ontario to drive one. Over the years I've seen a large shift in market adoption, buildout of charging public infrastructure, and proliferation in makes and models of electric vehicles available for purchase. Back when I bought my car - which would later be named "Bobo" by my preschooler - there were 3 fast chargers in Ontario. Now there are hundreds, with more opening up every year. The EV market segment is growing fast - the Province of Ontario reports that there were 243,000 EV and Plug-In Hybrid Vehicles in Ontario at the end of 2025 Q3, and 11.7% of new vehicles sold in Canada are EVs.

Despite this rapid expansion in public charging infrastructure, residential apartment and condominium charging has not kept pace. While it is technically possible to own an EV without a home charger, it is far less convenient. Most drivers prefer to charge overnight at home, even if charging is only needed once or twice a week. For many EV owners, the lack of reliable charging options effectively removes condominiums from consideration when purchasing a home.

Conversely, many buyers would willingly pay more for a unit in a building that offers accessible EV charging.

What Kind of Chargers? How?

Though there are many different charging infrastructure models, these are the ones I have come across most often:

1. Charging Stations in Owned Parking Spots

This relies on an owner petitioning the board to put a charging station into their spot. As there is typically a limited amount of power available in a given parking structure or parking lot, this places an upper limit on how many owners can have charging stations. It is a first-come, first-served model, and relies on an owner buying a spot/unit, and then trying to get a charger put in. This is risky for someone who already owns an EV and is considering buying a unit. The risk they run is that they buy a unit, and then charging turns out to be unavailable, and now they have no way to charge their EV. This charging model is not attractive to potential buyers.

¹ <https://data.ontario.ca/dataset/electric-vehicles-in-ontario-by-forward-sortation-area/resource/0fd6cb0a-18e0-4297-9a70-1aa87b6fbb11>

² <https://tc.canada.ca/en/road-transportation/innovative-technologies/zero-emission-vehicles/canada-s-zero-emission-vehicle-sales-targets>



2. Free Charging in Visitor Parking

This model has charging stations installed in visitor parking. This has the advantage of having a couple chargers serving the needs of a larger group of EVs, and no new systems to administer for the condo corporation. It does mean that the condo corporation is giving electricity away for free, which is unsustainable in the long run. It also encourages users to monopolize the charger, leaving it inaccessible to other users.

3. Paid Charging in Dedicated EV Charging Spots

This model has the corporation install charging stations in spots dedicated for EV charging. The owners pay for their charging via app. EV owners are already accustomed to this system with public charging, and it is very convenient. It allows the setting of “idle fees”, which kick in if the user stays in the spot with a fully charged car. This prevents a user from monopolizing the charger, or using it as a personal parking spot. The corporation breaks even on its electricity costs and the funds are automatically deposited into the corporation’s account monthly.

Option 3 is by far the option I recommend. It can service many EVs with a small number of chargers, has the advantage of chargers automatically adjusting charging rates to suit available power. It allows the corporation to say that they welcome EV owners and have a charging solution for them.

Next Steps for Implementing EV Charging

Begin by hiring an engineer to assess how much electrical capacity is available at the corporation. This will determine your options and how many charging stations can be installed.

Next, select the charging model that best suits your building. Our team at GPM can assist in evaluating and implementing the right solution.

Communicate the plan clearly to owners, emphasizing that EV charging can attract buyers, support property values, and provide practical options for current and future residents.

Finally, promote it. Include charging information in new owner packages, display it in the building, post it on your website, list it on charging apps such as PlugShare, reference it in status certificates, and ensure selling agents highlight it when units are listed.

(Bio) Michael is a Real Estate Management lecturer at Smith School of Business at Queen’s University, his role at GPM encompasses improving the internal operation and the communities, GPM is entrusted to manage. Michael is an active member of CCI-Eastern Ontario and ACMO and is frequently called on to speak at industry events and in the news media.



How to Interpret an Unaudited Financial Statement

Majid Attaran, B.Sc., RCM, OLCM-GL Condominium Manager

Monthly unaudited financial statements are one of the most important tools available to a condominium Board of Directors. They provide a clear snapshot of the corporation's financial health and serve as the foundation for responsible and informed decision-making. While these reports may initially appear technical, understanding a few key principles makes them much easier to read and interpret with confidence.

At the heart of every financial statement is the budget. The budget is typically prepared by management and presented to the Board for review and approval before the start of the fiscal year. It represents management's best estimate of the corporation's expected income and expenses for the entire year. These projections are based on historical financial data, prior operating experience, professional judgment, and anticipated operational needs. In simple terms, the budget is the corporation's financial roadmap. Throughout the year, actual financial results are measured against this approved budget to determine whether the corporation is operating as planned.

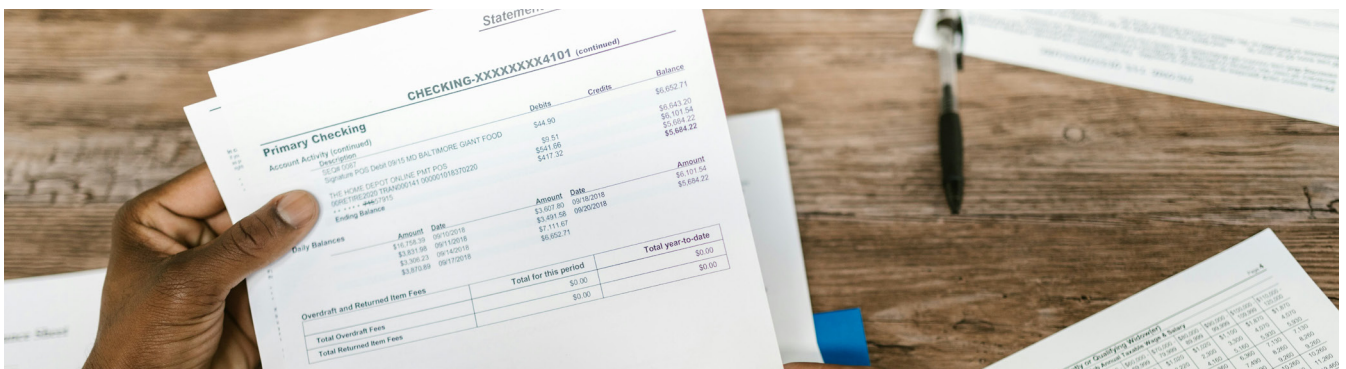
Equally important is understanding the fiscal year,

which is the 12-month accounting period used for budgeting and reporting. A fiscal year does not always align with the calendar year. While some corporations operate from January 1 to December 31, others begin and end their fiscal year in different months, often based on their registration date.

When reviewing financial statements, it is essential for Board members to focus on the correct fiscal period to ensure accurate interpretation of results.

Although a monthly financial package may include several pages of detailed reports, not every page requires in-depth analysis at each meeting. Instead, there are three key sections that provide the most meaningful insight into the corporation's financial position and overall performance.

The first is the Statement of Financial Position, sometimes referred to as the balance sheet. This report provides a snapshot of what the corporation owns and what it owes at a specific point in time. It typically separates the Operating Fund and the Reserve Fund. The Operating Fund reflects day-to-day financial activity, including cash balances, receivables, and payables.



The Reserve Fund reflects monies set aside for major repairs and replacements as recommended in the reserve fund study. Reviewing this statement allows the Board to assess overall financial stability, available cash, and outstanding obligations.

The second key report is the Income and Expenses Comparative Statement – Operating. This is often the most important document in the monthly package because it compares actual income and expenses against the approved budget, both for the current month and year-to-date. This comparison highlights any variances—differences between what was planned and what actually occurred. Some variances are simply timing differences or seasonal fluctuations, but consistent or significant deviations may require further review or corrective action. This report enables the Board to monitor financial performance proactively and address potential issues early.

The third important section is the Summary Aged Accounts Receivable, which outlines any outstanding amounts owed to the corporation, typically by unit owners.

These balances are categorized based on how long they have been outstanding. This report helps the Board monitor arrears trends, protect cash flow, and ensure that collection procedures are being followed appropriately. When viewed together, these reports tell a clear financial story. The Statement of Financial Position shows where the corporation stands financially at a given moment. The Income and Expenses Comparative Statement reveals how well the corporation is performing against its financial plan. The Aged Accounts Receivable report highlights any risks related to unpaid contributions. Collectively, they provide the Board with the information necessary to safeguard the corporation's financial stability.

An unaudited financial statement is more than a collection of numbers; it is a practical decision-making tool. With a basic understanding of the budget, the fiscal year, and these key reports, Board members; regardless of financial background; can confidently review the monthly package and fulfill their fiduciary responsibilities with clarity and assurance.

***(Bio)** Majid is a Senior Portfolio Manager with extensive experience in condominium management and real estate. He holds a Bachelor's degree in Mathematics and Computer Science and is well known for his calm approach, patience, and the high level of service he provides to the communities he manages.*



Steven Jenkins
Condominium Manager, OLCM-L

Spring is just around the corner. After a long, cold, and snowy winter, this is the perfect time for a thorough inspection of both interior and exterior common elements.

Seasonal Focus; Spring Maintenance Essentials

A detailed seasonal review helps address any winter damage, ensures safety, and prepares the property for the warmer months everyone has been looking forward to.

Exterior Maintenance

Start with a careful inspection of driveways, walkways, and parking areas. Winter conditions often leave behind cracks, potholes, and minor leaks that should be addressed early to prevent safety hazards and further deterioration. This is also a good time to prepare for garage power washing and drain cleaning.

Roof inspections are equally important. Snow, wind, and ice can cause damage that may lead to leaks, mold, or even structural concerns if left unchecked. Once the snow has fully melted, gutters should be cleaned and inspected for clogs, cracks, or loose brackets to ensure proper drainage during spring rainfall.

Exterior vaults, catch basins, and sump pits should be inspected and cleaned as needed. It's also essential to confirm that air shafts and transformer covers remain secure after winter weather.

Landscaping can begin once the snow has cleared. Removing dead branches, leaves, and winter debris prepares the grounds for trimming, pruning, and mulching. Irrigation systems should be inspected for freeze damage before scheduling the seasonal turn-on, which typically occurs between late April and mid-May, depending on temperatures. Spring is also an ideal time to plan seasonal planting for exterior urns and garden beds.

Roof anchor testing must be completed annually before window cleaning can begin. Scheduling this early — in March or April — ensures window cleaning services can be secured before calendars fill up.

Outdoor amenities should also be prepared as early as possible. Patio furniture, canopies, BBQ areas, gazebos, tennis courts, and playgrounds should be inspected and cleaned so they are ready to open without delay once warm weather arrives. Any necessary repairs can be identified and scheduled in advance.

Interior Maintenance

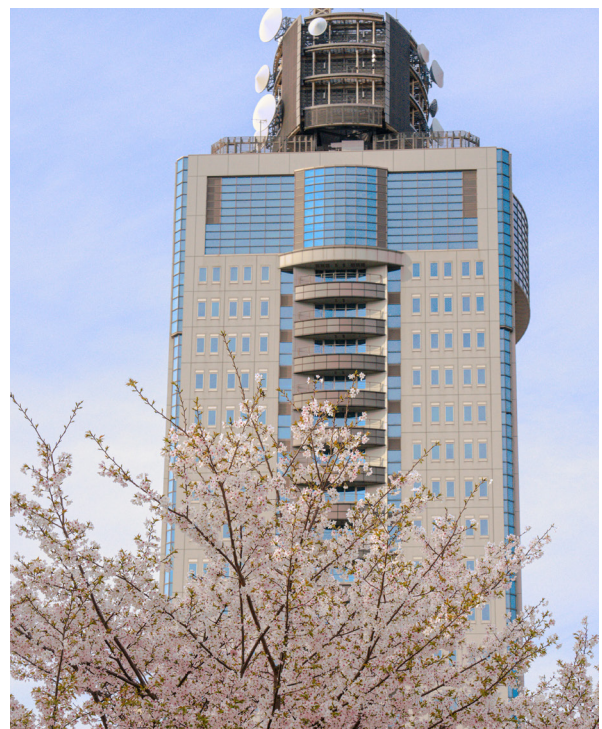
Inside the building, common area HVAC systems require seasonal servicing. This includes testing, cleaning, filter changes, and drain line inspections to ensure a smooth transition from heating to cooling. The timing of the heat-to-cool switch-over often depends on outdoor temperatures and is typically scheduled in late spring.

Safety systems should also be reviewed. Exterior lighting must be tested for winter damage, and timers should be adjusted to reflect daylight savings time.

Security cameras should be inspected to confirm they are functioning properly after exposure to winter conditions. After months of snow and slush, carpets and flooring require attention. Lobby and lower-level hallway carpets, along with slush mats, should be thoroughly cleaned and stored for the warmer months. Tile and marble floors may require stripping, sealing, or polishing. Hallway inspections can help identify areas needing spot treatment or full carpet cleaning.

Finally, spring is the ideal time to schedule annual power washing of the compactor room, bins, and garbage chute. Booking early ensures preferred dates are secured before service schedules fill up. A proactive spring maintenance plan not only protects the property but also ensures a clean, safe, and welcoming environment for residents as the new season begins.

(Bio) Steven is a seasoned property management professional who began his career at GPM as an Administrator and Assistant Manager at Murano Towers. Through strong performance and leadership, he advanced to Multi-Portfolio Manager, where he oversees multiple downtown properties, leads on-site teams, and consistently delivers high operational standards and service excellence.





Ethics Within a Condominium Corporation

Lynn Samuels , RCM, OLCM-GL
Senior Condominium Manager

Ethics generally defines as the moral principles that govern a person's behavior or the conducting of an activity. In the context of a condominium corporation, these principles guide how Board members and Property Managers carry out their responsibilities and make decisions on behalf of the community.

Within a Board of Directors, the Property Manager will request that each Board member complete and sign an ethics form. By signing, the director confirms that they will act honestly, in good faith, and in the best interest of the Corporation and its community. The declaration also states that the individual agrees not to violate the trust of the unit owners and will act with care, diligence, and skill to the best of their ability.

The form further confirms that the director will act as a reasonable and prudent person, make every effort to attend Board and owners' meetings, and become familiar with the affairs of the Corporation. This includes upholding the Declaration, Rules, Regulations, Resolutions, Policies, Agreements, and all other governing requirements

As part of exercising due diligence, Property Managers request that Board members

demonstrate transparency, fairness, and confidentiality in all Board discussions. Directors are expected not to discuss Corporation matters with family members or others outside the Board, as these conversations may involve information that requires discretion.

If a Board member becomes aware of a possible conflict of interest, it must be disclosed immediately to the Board. It is then the Board's responsibility to address the situation. A director should not promote their own interests, or those of any owner, resident, family member, friend, or contractor, to the detriment of the Condominium. Nor should a Board member seek or accept special benefits, privileges, or compensation except as permitted by an existing by-law.

For a Property Manager, being ethical means acting transparently and responsibly at all times, ensuring that the Corporation and its Board are treated with fairness, honesty, and professionalism.

(Bio) Lynn is a seasoned condominium manager with 36 years of experience, having managed Landmark II of Thornhill since its inception. She holds a General License and RCM designation.



The 3 Cs of Condo Living: Communication, Convenience & Community

How everyday digital solutions can quietly transform shared spaces into smarter, calmer, and more connected communities

Raghav Mehta
Condominium Manager, OLCM-L

Condominium living today is not short on rules or systems—but it is often short on clarity, convenience, and connection. Despite the best efforts of boards and management, familiar frustrations persist: missed notices, unresolved complaints, and disruptions that ripple through shared spaces. These moments reveal not a lack of care, but a growing mismatch between how communities operate and how people actually live.

Modern condo living calls for communication that reaches people where their attention already is, systems that simplify shared living, and tools that quietly support community harmony. At the heart of this shift are three defining principles: Communication, Convenience, and Community—the foundation of smarter, more responsive condominium living.

Communication That Actually Gets Seen

Think about communication in a traditional condominium building. A paper notice is taped inside an elevator—creased, half-torn after someone tampers with it, and often outdated before it's even noticed.

Some residents glance at it, others miss it entirely. A few days later, confusion follows: “I didn’t know about the shutdown.” “When was this posted?” Now imagine a different scenario. A digital notice board lights up the moment the elevator doors open.

The message is clear, well-designed, and impossible to miss. In a screen-driven world, attention naturally gravitates toward illuminated displays rather than printed paper.

For managers and on-site staff, updates can be shared with a few clicks from a laptop, appearing exactly where and when they matter most. Communication stops competing for attention and starts working with human behaviour.



Smart Notice Board for Elevators

Source: digitalsignfactory.com

Digital Odour Sensors: Addressing an Invisible, Everyday Issue

Few issues generate as many emails and complaints and as much discomfort as persistent odours in corridors and common areas. Complaints arrive from different floors at different times, often disappearing before management can investigate, leaving behind questions but no clear evidence.

Marijuana smoke, in particular, has become a common challenge in condominium living. Despite clear rules and repeated reminders, enforcement can feel subjective and reactive.

Rather than trying to trace odour complaints back to individual sources, digital odour control solutions take a smarter approach by managing the environment itself. These systems quietly monitor common areas and activate only when a persistent, unwanted smell is detected—releasing neutralizing scents on demand rather than at fixed intervals. Unlike traditional air fresheners that operate whether they're needed or not, this technology remains invisible during normal conditions, making it both effective and sustainable.



Digital Odor control sensors
Source: biochemenvironmental.com

When Deliveries Outgrow the Lobby

Parcel delivery is now a daily reality in all condominium buildings. Boxes pile up at concierge desks. Shelves overflow. Residents stop by repeatedly asking if their package has arrived. Despite best efforts, items go missing and frustration builds. Smart parcel lockers transform this, high-friction process into a seamless experience. Residents receive a notification that their parcel is ready for pickup. A secure digital locker holds the package safely. A quick scan or code unlocks the compartment, and the parcel is retrieved in seconds—no lines, no inquiries, no uncertainty. Staff spend less time managing deliveries, and common areas remain organized. What was once a logistical challenge becomes a structured, self-serve system.



Smart Parcel Lockers
Source: parcelpending.com

When Signals Drop, Safety Shouldn't

Underground parking garages have long had a reputation of their own—quiet, isolated, and not always friendly to phone signals. In spaces where connectivity is unreliable, calling for help can become more complicated than it should be. Add in the rise of vehicle thefts and safety concerns, and these spaces can quickly feel uncomfortable, especially when help seems just out of reach.

Panic alarm stations close that safety gap. Installed strategically throughout parking areas, these booths allow residents to press a physical button or connect via Bluetooth to send an alert—no internet required. With one action, the signal is sent directly to concierge staff and, in some cases, emergency services.

As parking areas evolve from overlooked spaces into shared environments that deserve the same level of care and security, many condominiums are already adopting these systems, recognizing that safety should never depend on signal strength.

Catching Trouble Before It Makes a Splash

Water damage rarely announces itself. A slow leak behind a wall, a failing valve, or a pipe beginning to freeze often goes unnoticed—until a ceiling stain appears, flooring warps, or a neighbour reports water where it definitely doesn't belong.

By the time the problem is visible, the damage is usually well underway.

This is where water leak detection sensors become the unsung heroes of modern condominium living. Installed in vulnerable areas such as mechanical rooms, common spaces, individual units and near plumbing infrastructure, these small devices monitor vulnerable areas and trigger alerts the moment moisture is detected—long before water has the chance to travel, spread, or escalate into a major repair.

Instead of reacting to damage, the issue can be addressed at its source.

And Beyond...

The evolution doesn't stop here. Beyond these, a new layer of intelligent infrastructure is quietly reshaping how condominiums operate every single day.

Mobile-based building access replaces traditional fobs with secure digital credentials stored directly on residents' phones. Smart intercom systems streamline visitor entry. Push notifications continue to keep residents informed in real time, ensuring that urgent updates and important reminders are seen—not searched for. Online amenity booking platforms integrate scheduling, payments, and inspection tracking into one transparent system. Digitally monitored pet waste stations encourage accountability, while centralized maintenance tracking platforms allow boards and management to address issues proactively. Individually, each solution addresses a familiar frustration.

Collectively, they represent something larger: a shift from reactive to responsive communities.

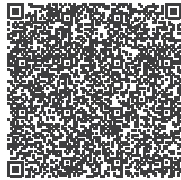
Together, these innovations redefine condominium living — digitally — where technology quietly supports safer, smarter, and more harmonious condo living.



Smart Intercom System

Source: globalsources.com

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