DIRECTOR'S DIGEST

NEWSLETTER

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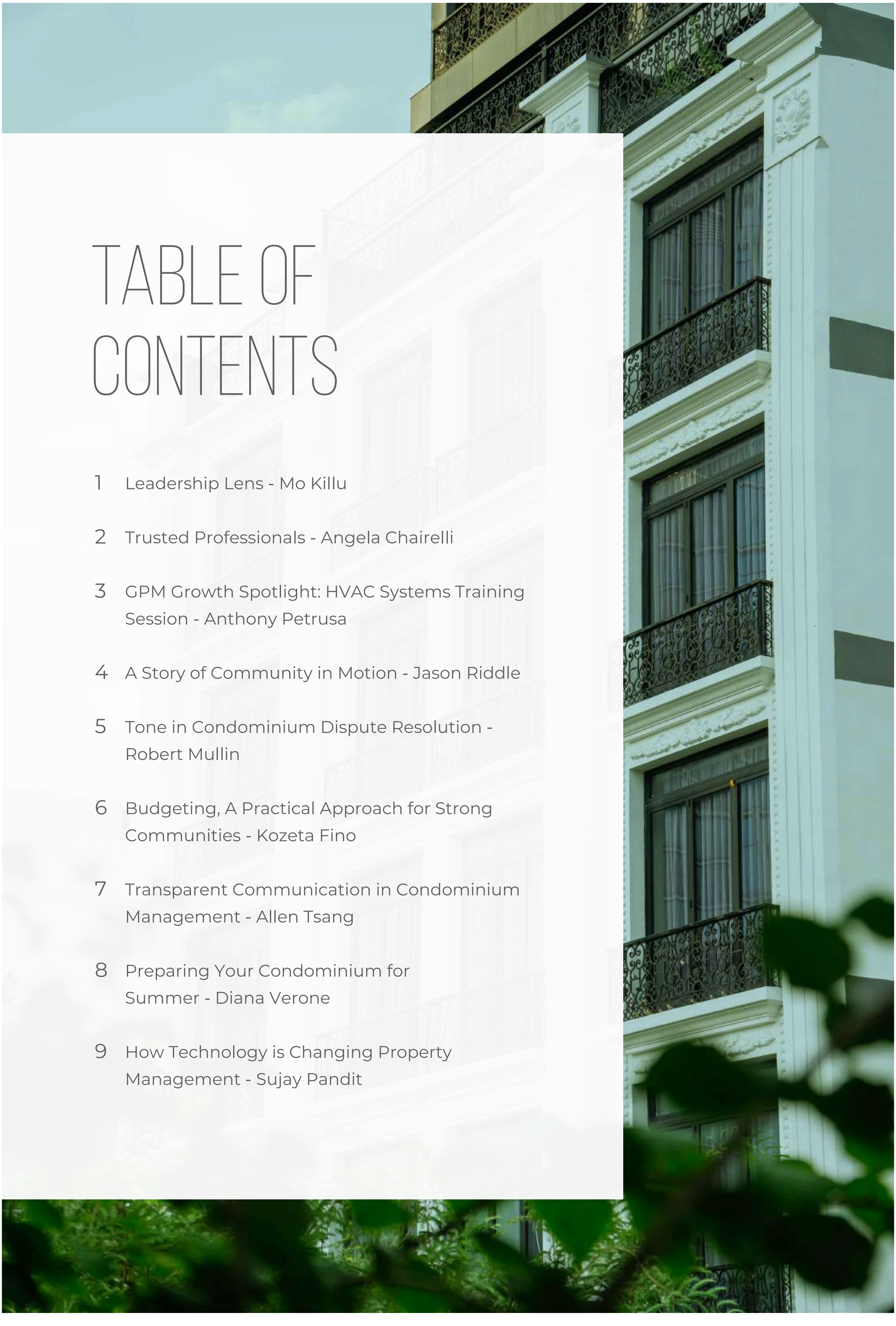

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Leadership Lens

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

Stepping into the role of President at GPM is a meaningful milestone for me, but more importantly, it is a moment to reflect on the journey that brought us here and the responsibility that comes with leading a company built on trust, relationships, and service.

For the past 15 years, I have had the privilege of growing with GPM, learning from the people around me, and contributing to the evolution of our company.

Leadership, to me, is not simply about a title. It is about consistency, accountability, listening carefully, making thoughtful decisions, and understanding the impact those decisions have on the communities we serve.

In condominium management, that responsibility is especially important. Every building has its own needs, every board has its own priorities, and every community deserves to feel supported with professionalism, transparency, and care.

Over the years, GPM has evolved, but our foundation has remained the same. We are here to serve condominium communities, support board members, guide day-to-day operations, and help create well-managed environments where residents can feel confident in the management of their homes.

What I value most about this journey is the relationships we have built with our boards, our team, our partners, and the communities who have placed their trust in us. Those relationships are at the centre of everything we do, and they will continue to guide us as we move forward.

As I take on this next chapter, my focus is on building on GPM's strengths, supporting our team, strengthening our partnerships, and continuing to raise the standard for condominium management. I am proud of where we are today, grateful for the people who have been part of the journey, and excited for the work ahead.

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

Trusted Professionals

Angela Chiarelli

Operations Manager, OLCM-GL

Taking on the management of a new condominium corporation isn't just a task; it's an opportunity to set the stage for long-term success. It demands strategic planning, seamless coordination, and a sharp eye for detail. When done right, a strong onboarding process creates immediate momentum, establishing efficient operations, clear communication, and a trusted partnership with both the Board of Directors and residents.

The journey begins with the transition from the outgoing management company; a critical phase that lays the foundation for everything that follows. This involves securing and organizing essential records, from financial statements and contracts to warranties, compliance documentation, and daily operational details. While this process should be straightforward, it often comes with challenges. Delays, incomplete files, or disorganized records can slow progress, and in some cases, key documents or up-to-date financials may be missing altogether.

That's where diligence and experience make all the difference. Every detail is carefully reviewed to ensure nothing slips through the cracks. At GPM, strong record-keeping is a cornerstone of our approach.

All corporation documents are stored on a centralized shared server, giving managers, administrators, and head office staff instant access to critical information; while also supporting transparency, accountability, and internal auditing.

Onboarding a new corporation is a dynamic process with many moving parts, and communication is at the heart of it all. From day one, we ensure that owners and service providers are fully informed, equipped with updated contact information, and confident in the transition. Vendors are seamlessly integrated through systems like SPARC PAY and registered with VIVE to meet compliance requirements, ensuring nothing is overlooked.

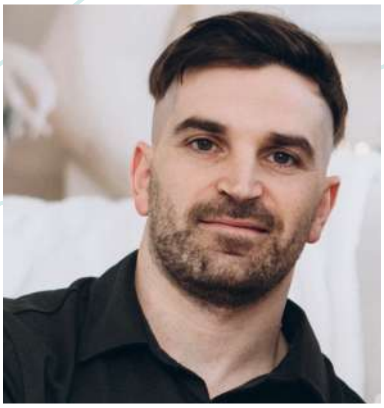
Financial stability is another key priority. New bank accounts are established, signing authorities are updated, and financial data is carefully transitioned to maintain accuracy and control. Insurance policies are thoroughly reviewed to confirm proper coverage, while utility accounts and essential services are transferred or set up without disruption. At the same time, owner billing is updated to ensure maintenance fees and charges continue to flow smoothly through the accounting system.

Behind the scenes, our head office team plays a vital role in driving this process forward. Every turnover document is meticulously reviewed to confirm that financials are current, contracts and warranties are accounted for, and compliance requirements are fully met. Any gaps or inconsistencies are identified early and addressed proactively; minimizing risk and preventing issues before they arise.

While onboarding can be complex; specially when challenges surface from previous management; a structured, proactive approach transforms complexity into clarity. It's about staying organized, communicating effectively, and executing with precision.

At GPM Property Management, we view every new corporation as more than a client; it's a partnership built on trust. We take the time to understand each community, approaching every transition with care and commitment. Our focus is simple: to deliver a smooth, confident start that builds a strong foundation for the future.

(Bio) *Angela oversees the firm's operation, regulatory compliance, education, and resource allocation functions. Over the last 12 years with GPM, Angela has shown herself as a strong condominium manager, a respected trainer and mentor for staff members, and an exceptional leader. Along with her team Angela manages the onboarding of new corporations ensuring smooth transitions and happy board members.*



GPM Growth Spotlight: HVAC Systems Training Session

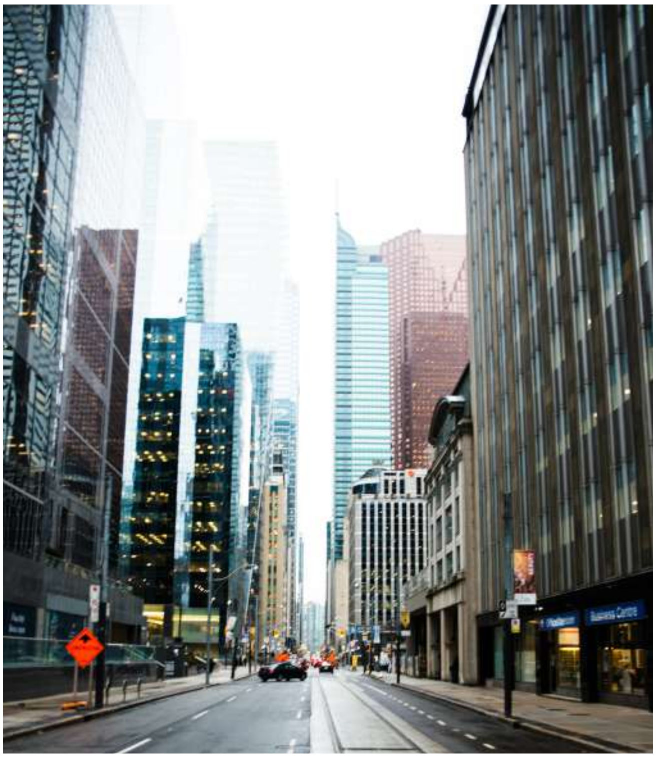
Anthony Petrusa
Condominium Manager, OLCM-GL

GPM team participates in various training sessions throughout the year, not just to meet industry and licensing requirements, but also to keep management standards and knowledge up to date and to stay informed about improvements in all aspects of operations and maintenance.

Because at the end of the day, we're not just managing properties, we're managing homes and we take pride in creating communities that are well-maintained, seamlessly run, and places residents are truly proud to call home.
In April, the GPM team was hosted by Carmichael Engineering Ltd. for a session designed to strengthen understanding of HVAC systems and maintenance strategies within condominium buildings. Led by a team of experienced engineers, account managers, and sales professionals, the session provided practical, real-world insights into how critical building systems operate.

The training focused on essential HVAC equipment commonly found in condominium properties, including chillers, cooling towers, make-up air units, air handling units, heat pumps, and fan coil units.

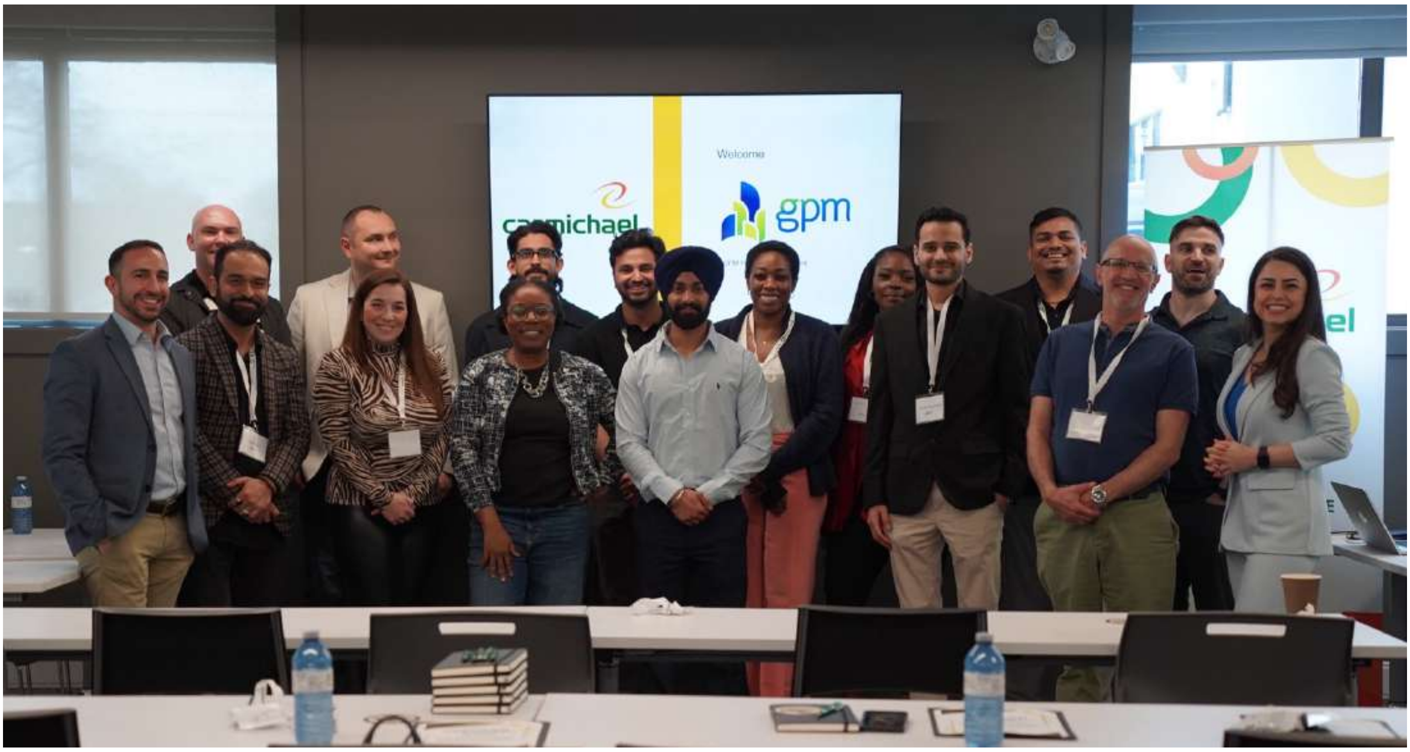
Attendees also received a clear and informative overview of the differences between comprehensive and preventative maintenance contracts, an important consideration for condominium boards when planning for both operational reliability and long-term budget management.



The session was presented in a straightforward and accessible manner, ensuring value for property managers with varying levels of experience. Senior managers were able to refine their knowledge and approach, while newer team members gained a solid foundation in HVAC system performance and maintenance best practices.

Training sessions are valuable opportunities that allow GPM to stay current with evolving technologies and service standards, ultimately supporting better decision-making for the communities we manage.

(Bio) *Anthony is an experienced Property Manager with over seven years of expertise in residential and commercial condominiums. He specializes in operations, resident relations, maintenance coordination, and budgeting. Known for his professionalism, strong communication skills, and commitment to service, Anthony works closely with owners, boards, and residents to support well-managed communities.*



A Story of Community in Motion

Jason Riddle
Senior Condominium Manager, OLCM-GL

The Village of Rosedale in Brampton stands as more than a residential development; it is a living example of how a community can be intentionally shaped, nurtured, and sustained over time.

Originally inspired by gated communities in Florida, Rosedale evolved into something uniquely Ontario: a multi-layered, highly collaborative environment where governance, shared spaces, and resident engagement intersect. What makes this community remarkable is not just its scale; with over 1,400 units across 26 condominium corporations; but how, over decades, it has grown, and continues to grow into a cohesive and vibrant social ecosystem.

Building a Community Across Generations of Change

The story of Rosedale is also a reflection of the evolution of condominium living in Ontario. The first corporation (Peel Condo Corp 564) was turned over in 1994 under the Condominium Act, 1972. Soon after the 1998 Condo Act came into, and with the new act, new types of corporations were turned over, and the community was now home to Peel Vacant Land Condo Corporations (PVLCCs) and Peel Standard Condominium Corporations (PSCCs).

The community has continued to grow with another expected 140 units and two more Condo Corporations which are being built under the amendments made to the Condo Act in 2017.

Few communities span such significant legislative shifts, and even fewer manage to remain cohesive throughout. Rosedale's success lies in its ability to adapt structurally while maintaining a clear and consistent community vision.

At the heart of this structure is the shared facility, established in 1994 as an incorporated entity; bringing together representation from each condominium corporation. This model fosters collaboration, shared accountability, and a unified approach to decision-making, even within a complex framework of multiple boards, managers, and service providers. A defining characteristic of this community is its wiliness to work together on behalf of everyone.

The Intentional Design of Connection

While governance provides the framework, it is the design of shared spaces and experiences that truly defines the community.

Rosedale's amenities are not just features; they are tools for connection. From a nine-hole golf course and landscaped parks to pickleball courts, wellness facilities, and a dynamic clubhouse and event spaces, every element encourages interaction. These are spaces where neighbors become acquaintances, and acquaintances evolve into friendships. Yet, the true strength of the community lies beyond physical design.

Community, Created by Its Residents

Over the years, residents have transformed Rosedale into a place of belonging through active participation. Committees manage amenities, organize events, and produce newsletters that keep everyone informed and connected.

Almost 40 resident-led clubs cater to a wide range of interests; fitness, arts, music, and social engagement. Some initiatives go even deeper. Clubs like the Amigos Club emerged from personal experiences and have grown into meaningful support networks. Others, such as wellness and recreational groups, contribute to a lifestyle centered on health, activity, and social connection.

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These resident-driven efforts highlight a key principle: strong communities are not just designed, they are built and sustained by the people who live in them.

Redefining Adult Lifestyle Living

Rosedale challenges the traditional notion of "adult lifestyle" communities. It is not a place defined by retirement, but by engagement. It offers an environment where individuals choose to remain active, connected, and involved. For those who choose to make the Villages their home, there is no end to the ways you can engage with the community, and share your accumulated life skills – Afterall, retirement is only the winding down of a professional career, it is not an end to being productive, active and engaged person.

If you want to be involved in the governance, there are design committees, financial committees, and board positions in each condo. There are committees, and groups dedicated to organizing events, sports and recreation leagues, and many others that allow you to participate as much, or as little as you choose. There is even a travel club that takes trips together, not just to the local casino, but on cruises, or excursions to other provinces or countries.

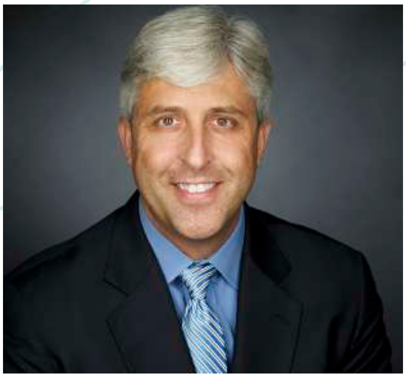
The goal of such a community is not simply to provide housing it is to create a setting where residents can shape their own experiences, maintain independence, and foster meaningful relationships. It is about living with intention, supported by a structure that encourages participation and connection. This community allows your retirement to be anything you want it to be, surrounded by people who share many of the same goals as you do.

A Model Worth Reflecting On

The Village of Rosedale demonstrates that community is not built overnight. It evolves through thoughtful planning, adaptable governance, and, most importantly, resident involvement.

As condominium living continues to grow and diversify, communities like Rosedale offer valuable insight into what is possible when infrastructure and human connection are given equal importance. It is a reminder that behind every successful development is not just a design, but a shared vision of what community life can be.

(Bio) *Jason has been a manager for over a decade and is a proud member of ACMO. Recently Jason came up short in his bid to join ACMO's Board of Directors, but has never been more committed to working towards the betterment of the profession for all managers, and advocating for all condo owners in Ontario. Jason recently joined GPM and is very happy to have found a home with GPM as it shares the same ethical values, dedication to improvement, and support that has been a pillar of Jason's management journey.*



Tone in Condominium Dispute Resolution

Robert Mullin,
B.A.(Hons.), LL.B., LL.M., A.C.C.I,SV Law

To lead any condominium in Ontario is a challenge. To guide a condominium requires a host of refined skills in finance, management, law, accounting and governance. These 'hard skills' are often won from years of formal education or extensive volunteer experience. However, condominium leadership also demands equal ingredients of 'soft skills'. These may include interpersonal skills, empathy, or effective listening. While hard skills are often a clear necessity, one soft skill receives outsized attention by decision makers, being tone. .

Tone is perhaps the greatest soft skill. In any setting, tone can range from the dismissive or uninterested, to the engaged and understanding. To serve a condominium often demands the navigation of difficult truths. A condominium may need to broach the difficult topic of common element fee increases at an owners' meeting. In contrast, a condominium may be well managed, able to show balanced books, a healthy reserve fund, and candidates running for the board at the annual general meeting. Tone can make or break either meeting. In the first scenario, a board that deploys effective listening and empathy may end with a successful owners' meeting.
In contrast, a dismissive board, waiting impatiently for the meeting to end, may ignite kindling when there was no fire.
You may ask at this point, why is a lawyer writing about tone? That is a fair question. The answer is that decision makers pour over tone.
Condominium litigation has exploded in Ontario. Since 2017, with the introduction of the Condominium Authority Tribunal or "CAT", court cases have statistically skyrocketed. As a result, condominium decisions are under a constant microscope.

In sum, tone can destroy a great case. Conversely, tone can repair a bad one. Consider this. A condominium is faced with a barking dog, seeking its removal. The rules are clear, loud barking is prohibited. The condominium has built a case of documented complaints. Log-books, a thorough investigation, video footage and multiple warnings have been provided. In short, the condominium has crafted a careful case. However, in a final letter to the unit owner, there is a parting shot. The board president, the manager or lawyer offers, "it is too bad some unit owners will not follow the rules", or "we have heard enough of your nonsense, your dog has to go." Such comments now receive outside attention.

Condominiums are clothed with great authority. Both the courts and tribunals, in turn, offer great scrutiny of their conduct. Improper tone can scuttle even the most robust case. If a condominium looks like a bully, disaster may follow.

In contrast, a condominium that maintains an even tone, that avoids being provoked, and keeps a polite approach, is universally rewarded.Consider this scenario. By magical powers, you are granted a conversation with Albert Einstein, for fifteen minutes on an idyllic park bench. Einstein, who many consider to be the smartest human in recent times, has agreed to discuss relativity with you, his signature theory. Seated, the conversation begins with your question, “what is relativity?”; a fair question. Imagine two potential responses. In one, Einstein states, “that is a great question, I hardly understand it”. The tone is light, with a dash of humour. You feel validated, and his explanation follows. I am certain you would then walk away thinking that Einstein is a smart fellow. However, in the second scenario, Einstein responds with, “I see you know nothing about physics”, and provides the exact same explanation.

I am sure you will leave that park bench thinking, “Einstein is an idiot”. The difference is simple, tone. If tone can derail a genius, it can also harm your condominium.

As a leader in condominium matters, always keep an eye on the hard skills you need. They are vital. But please keep a watchful eye on the soft skill of tone. Thankfully, employing positive tone is free and is universally profitable.

(Bio) *Robert Mullin is a recognized leader in Ontario condominium law who frequently writes and speaks on the subject. He advises developers, property management firms, and condominium boards across Ontario on governance, by-law amendments, enforcement procedures, mediations, arbitrations, and compliance matters. Robert also assists developers with the formation of new condominiums, including declarations, by-laws, management agreements, and disclosure documentation.*

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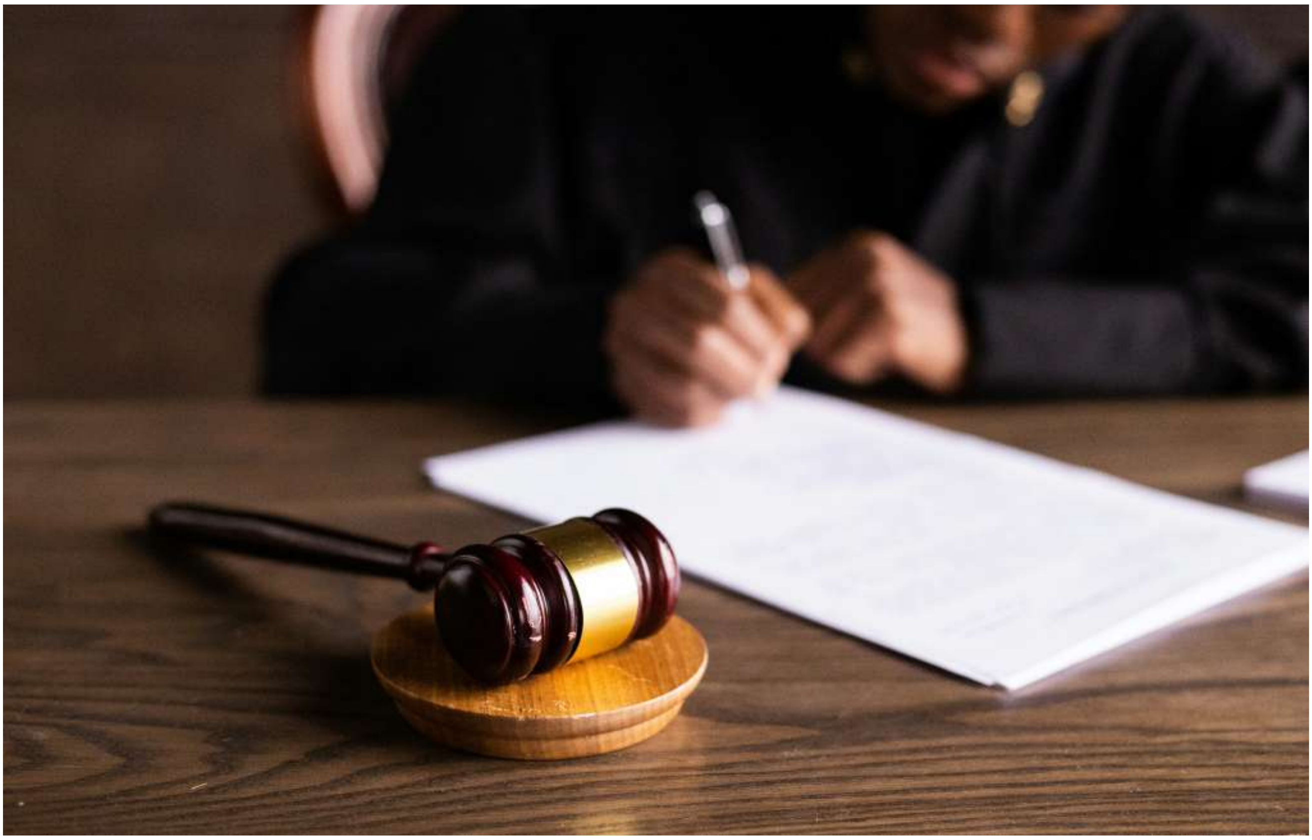
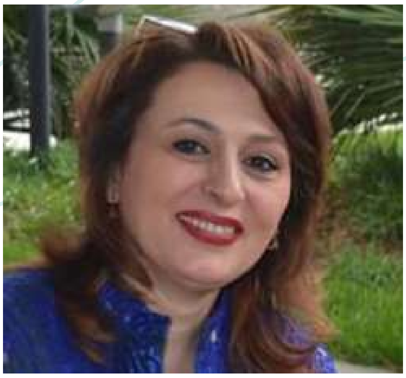




Budgeting, A Practical Approach for Strong Communities

Kozeta Fino,
B.Eng. MBA, O.L.C.M, R.C.M.,

A condominium budget is one of the most important tools a Board relies on to manage operations, plan for the future, and protect the Corporation's financial stability.

From management perspective, budgeting is approached with structure, accuracy, and a clear long-term perspective. Working closely with Boards, the goal is to ensure that annual budgets reflect both current operational needs and future capital requirements, while remaining aligned with legislative obligations and industry standards.

When prepared properly, a budget brings stability, reduces risk, and builds confidence among owners. When handled poorly, it can lead to shortfalls, deferred repairs, and unnecessary financial pressure on the community.

Why Budgeting Requires Careful Attention

Every condominium operates with a fixed source of income, primarily through common expenses. At the same time, costs continue to rise, including utilities, service contracts, insurance, and materials.

Without proper planning, these increases can quickly create gaps in funding. A well-structured budget ensures that routine expenses are covered, reserve contributions remain adequate, and the Corporation is prepared for both expected and unexpected costs.

More importantly, it demonstrates that the Board is managing the Corporation in a responsible and organized manner.

Key Elements of a Well-Structured Budget

A strong condominium budget is built on clear and complete components. Each plays a specific role in maintaining operations and protecting the property:

Operating Expenses

These include daily costs such as cleaning, landscaping, security, utilities, and service contracts required to keep the building running smoothly.

Administrative and Professional Costs

Legal services, audits, management fees, and compliance requirements fall within this category and must be properly accounted for.

Insurance

Coverage must reflect current replacement values and market conditions, which have shown significant increases in recent years.

Contingency Planning

A well-prepared budget allows room for unforeseen expenses, avoiding disruption when unexpected issues arise.

Reserve Fund Contributions
This is one of the most critical elements of the budget. Contributions to the reserve fund are not optional, but a legal requirement. Reserve fund studies must be prepared by qualified engineers on a prescribed cycle, typically every three years, alternating between site inspections and non-site updates, in accordance with regulatory requirements.

While the study provides the funding roadmap, it remains the responsibility of management to properly review, interpret, and align the annual budget with its recommendations. The reserve fund ensures that major repairs and replacements, such as garage restoration, roofing, and mechanical systems, are properly planned and funded over time.

Building the Budget with Accuracy
The budgeting process should always begin with a review of historical financials. Comparing previous budgets against actual expenses provides a clear picture of where adjustments are required.
From there, the Board and management should obtain updated pricing from vendors, review service contracts, confirm utility trends, evaluate insurance adjustments, and ensure reserve contributions align with the reserve fund study.
A practical approach that many successful Boards adopt is benchmarking costs year over year and across similar properties. This supports better vendor negotiations and helps ensure the Corporation is receiving fair value for services.
Relying only on past numbers without adjusting for current conditions can lead to inaccurate projections. A disciplined approach ensures the budget reflects real market conditions.

The Role of the Annual Operating Plan
One element that is often overlooked is the importance of maintaining a detailed annual operating plan. This should not be treated as a bureaucratic requirement, but as a working document that directly supports both operations and budgeting.
Many maintenance activities are governed by regulation and must be completed on a defined cycle, whether annually, every two years, or every three years. If these are not properly tracked, they can easily be missed or rushed, resulting in unplanned costs.
Maintaining these items within the annual plan ensures that required maintenance is completed on schedule, costs are anticipated and included in the budget, compliance obligations are consistently met.

Contract Management and Budget Readiness
Effective budgeting also depends on maintaining clear and organized records of all service contracts. Managers should ensure they have a complete understanding of contract terms, including start and end dates, renewal provisions, notice requirements, and annual increases.
Without proper tracking, corporations may miss required notice periods, resulting in automatic renewals or limited ability to negotiate pricing. In some cases, this may lock the Corporation into extended terms or expose it to increased costs without the opportunity for review.
Maintaining this information in an organized and accessible format allows management to initiate discussions with vendors in a timely manner and make informed financial decisions.

Short-Term Needs and Long-Term Planning
A common mistake in condominium budgeting is focusing only on immediate operating costs. While day-to-day expenses are important, long-term planning is equally critical.
Reserve fund studies provide a roadmap for future capital projects. These must be reviewed carefully to ensure contributions remain aligned with upcoming repair and replacement needs.
Forward-thinking Boards are also incorporating multi-year financial forecasting into their planning. Looking several years ahead allows for gradual adjustments and helps avoid sudden financial pressure on owners.

Transparency with Owners

Even a well-prepared budget can create concern if it is not clearly communicated. Owners expect to understand how their fees are determined and where funds are allocated. When owners are informed, they are more likely to support necessary financial decisions.

Avoiding Common Budgeting Challenges

There are several issues that repeatedly create challenges for condominium corporations, including underestimating costs, reducing reserve contributions, delaying maintenance, failing to review vendor contracts, and leaving the budgeting process too late.

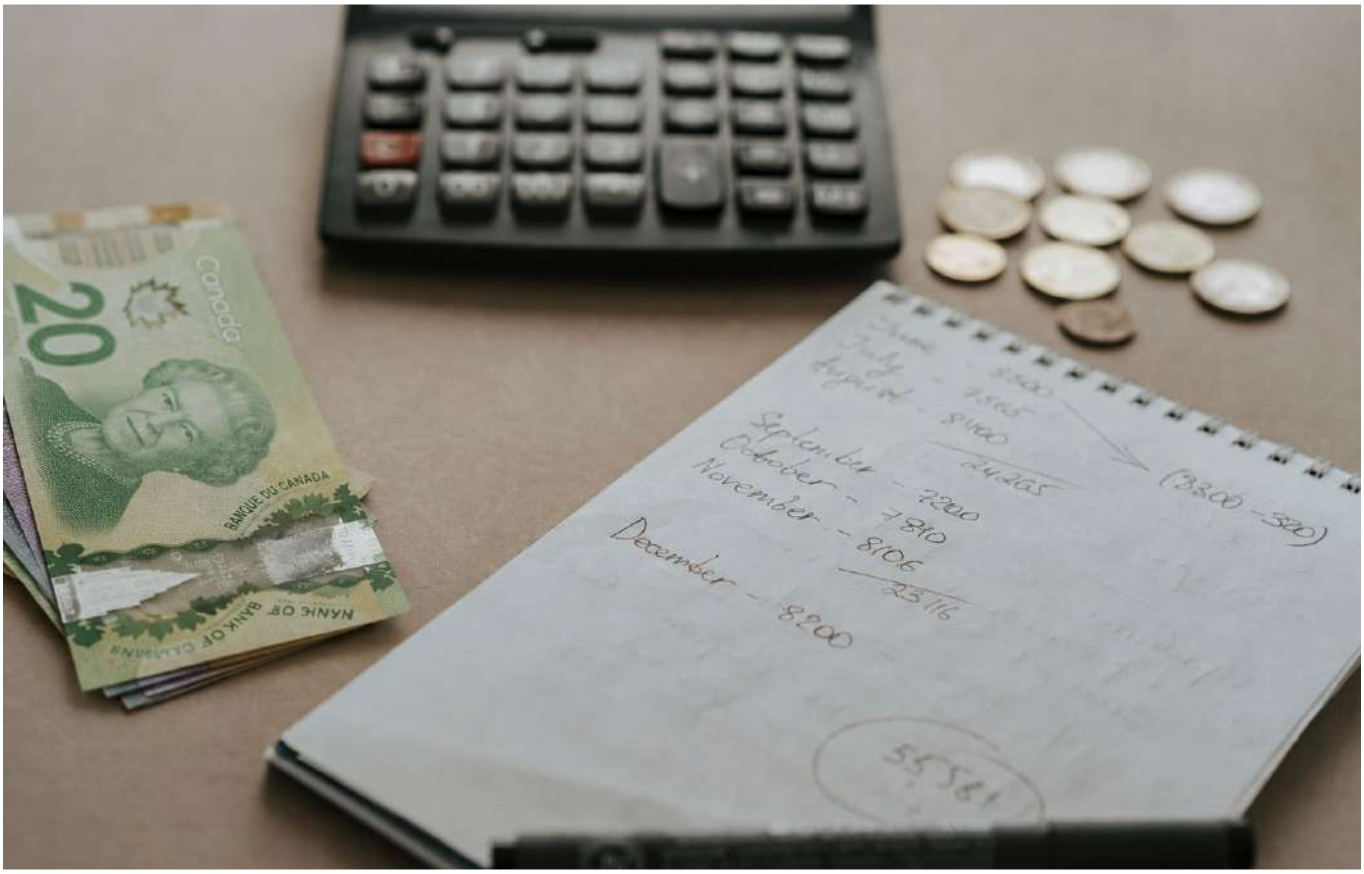
A Strategic Tool, Not Just a Requirement

A budget should be treated as a working tool, not just a document prepared once a year. It should guide decision-making, support planning, and be reviewed regularly against actual performance.
Regular variance reviews throughout the year allow the Board to identify issues early and make adjustments proactively, strengthening overall financial control.

Moving Forward with Confidence

Effective budgeting requires discipline, experience, and a clear understanding of both operational and financial responsibilities. Through structured financial planning, consistent reporting, and practical guidance, GPM Property Management supports Boards in making informed decisions and maintaining long-term stability for their communities.

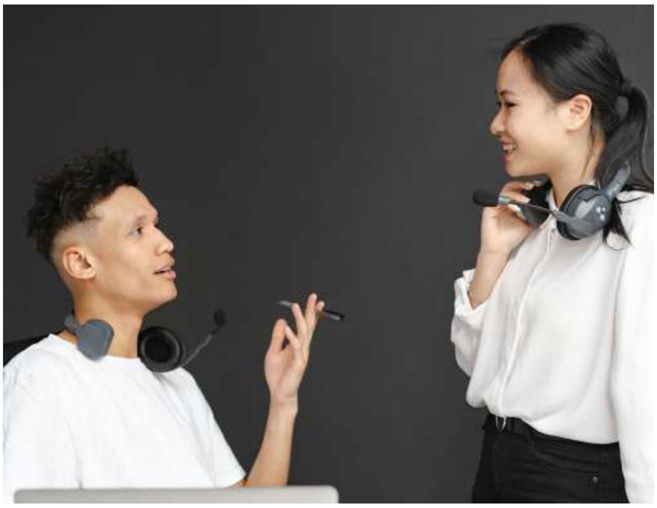
(Bio) *Kozeta Fino is an experienced condominium professional managing one of the premier communities along the lakeshore. With a strong background in engineering and an MBA, she brings a practical and strategic approach to condominium operations, governance, and financial planning. She is recognized for her structured leadership, attention to detail, and commitment to maintaining high operational standards while supporting both the Board and residents.*



Transparent Communication in Condominium Management

Allen Tsang, OLCM-L,
Condominium Manager

In condominium management, communication failures rarely stem from a lack of information, but rather from how that information is conveyed. While the profession is often associated with operational oversight and technical problem-solving, the reality is that a significant portion of a manager's role is rooted in communication. Research by McConkey (2017) highlights that professionals spend the majority of their time communicating rather than solving technical problems, with career advancement increasingly tied to communication effectiveness.

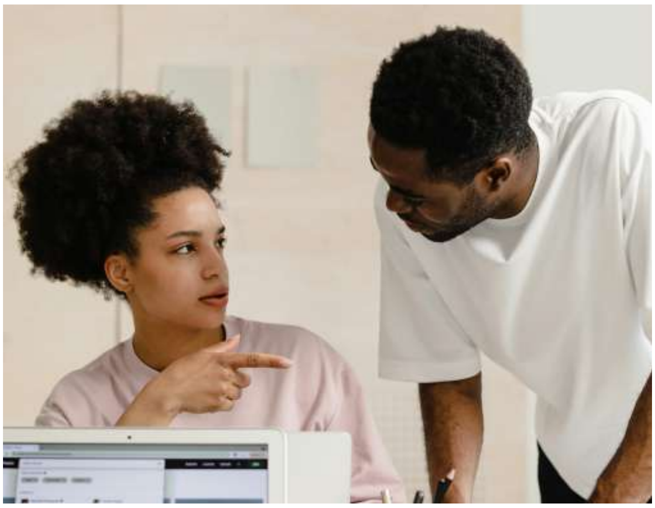


This has direct implications for condominium managers. Operating within a framework governed by legislation such as the Condominium Act, 1998, managers are required to interpret and apply complex legal, technical, and operational information.

However, the value of this knowledge is only realized when it is translated into clear, accessible, and actionable communication for boards and residents. Too often, communication remains at a technical level, limiting understanding and reducing the likelihood that stakeholders will engage meaningfully with the information provided.

Technical communication is a highly designed discipline that requires awareness of audience, purpose, and context. As noted in Effective Professional Communication: A Rhetorical Approach, Bennetch, Owen, and Keesey (n.d.) explain that "each person interprets the message they receive based on their relationship with the person, and their unique understanding of the message being sent," and that communication is "always reworked, reshaped, and is always changing; which can sometimes lead to miscommunication." Within the condominium environment, this reinforces the role of managers as interpreters of information rather than mere transmitters. Their responsibility is to translate complex requirements into language that is both precise and understandable, while maintaining a professional standard. At the same time, effective communication must incorporate a human element; acknowledging the lived experiences of residents and fostering trust through clarity and relatability.

A common breakdown occurs during moments of dispute. In these situations, two consistent issues emerge. First, the core issue becomes obscured as individuals shift from problem-solving to emotionally driven responses. Second, the language used, often technical or procedural, can be perceived as rigid or confrontational. This can lead to misinterpretation, placing individuals in a defensive position and creating entrenched conflict.

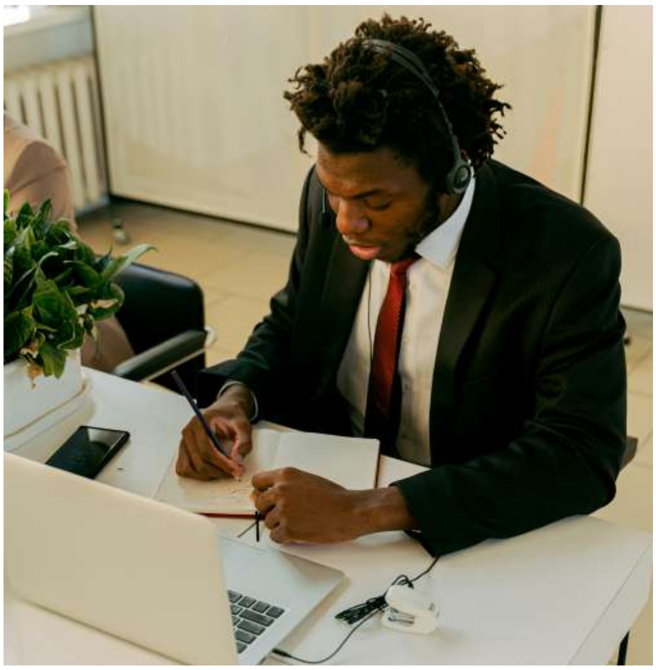


When this occurs, continuing the exchange often exacerbates the situation rather than resolves it. Effective communication, therefore, requires a counterintuitive approach: strategic disengagement. By temporarily stepping away, managers allow emotional intensity to subside and create space for a more rational and productive discussion. Upon reconvening, the conversation can be reframed around facts, expectations, and measured language, enabling the manager to reassert their role as a neutral professional intermediary.

When this occurs, continuing the exchange often exacerbates the situation rather than resolves it. Effective communication, therefore, requires a counterintuitive approach: strategic disengagement. By temporarily stepping away, managers allow emotional intensity to subside and create space for a more rational and productive discussion.

Upon reconvening, the conversation can be reframed around facts, expectations, and measured language, enabling the manager to reassert their role as a neutral professional intermediary.

For example, during a heating disruption, a technically accurate explanation of mechanical failure may fail to resonate with residents who are primarily concerned with comfort and timelines. When communication focuses solely on system diagnostics rather than resident impact, it increases frustration and reduces trust. In contrast, residents are often seeking immediate support. In more acute situations, such as flooding within a family residence, primary caregivers are focused first on the safety and well-being of their household. In these moments, effective communication extends beyond explanation and into action. By offering temporary accommodations, such as a guest suite, while coordinating repairs and restoration behind the scenes, the condominium manager addresses the immediate disruption while reinforcing reassurance. Once the situation has stabilized and tensions have de-escalated, the manager is then in a stronger position to communicate the underlying cause and full scope of the issue. At this stage, residents are significantly more receptive to technical explanations, as their immediate concerns have already been addressed.



This creates an inherent tension between transparency and risk management. While residents expect timely and honest communication, managers must ensure that messaging does not unintentionally expose the corporation to liability or misinterpretation. As a result, effective communication requires precision;providing sufficient information to inform stakeholders while maintaining controlled and neutral language that protects the integrity of the corporation.

This reliance on external expertise does not weaken the role of the manager; rather, it reinforces it. Effective communication includes knowing when to translate information and when to source it.At the same time, it is important to recognize that condominium managers, while trained professionals, are not absolute authorities in every domain they oversee.

The role requires a working knowledge of governing documents; including declarations, rules, and by-laws, but the interpretation of complex amendments or legal disputes often necessitates consultation with legal counsel. Similarly, while managers may understand building systems at a functional level, the diagnosis and repair of mechanical or structural issues are appropriately deferred to qualified trades and specialists.

Ultimately, the objective of condominium communication is not simply to transmit information, but to ensure it is understood, accepted, and acted upon. This requires a deliberate balance between transparency, risk management, and human-centered delivery. Managers who can consistently achieve this balance; through clarity, control, and credibility; position themselves not only as effective administrators, but as trusted leaders within their communities

(Bio) *Allen is a condominium manager known for his hospitality-driven approach to residential operations. Having managed diverse portfolios across the Greater Toronto Area, he currently oversees a major development in Brampton. Allen is recognized for combining operational precision with elevated service standards, while remaining committed to enhancing the resident experience and mentoring emerging talent within the industry.*

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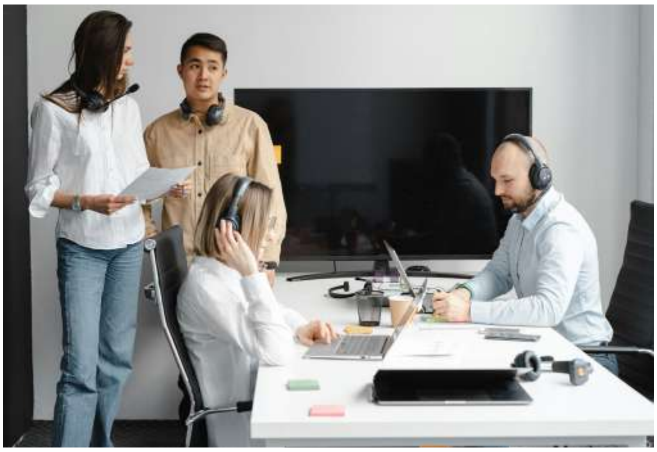
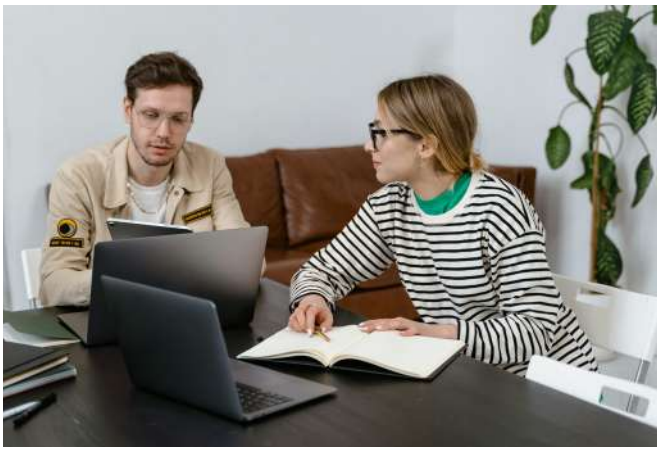




Preparing Your Condominium for Summer

Diana Varone
Senior Condominium Manager, OLCM-L

Summer in the GTA is not just a beautiful time of year, but a crucial period for condo corporations to focus on essential building maintenance tasks. By ensuring proper upkeep, you're not just maintaining the property's safety and attractiveness for residents, but also preserving property values and enhancing the living experience for everyone.

Here are some tips to help you organize your summer building maintenance efforts effectively.

Maintain your HVAC System

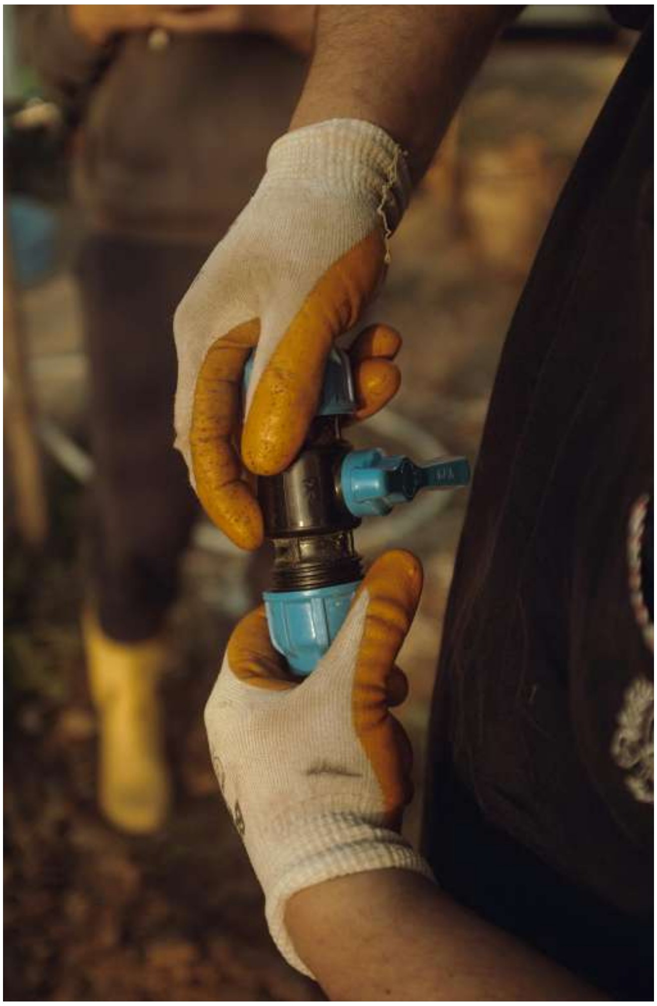
You will want to make sure the air conditioning is running well all summer long. Have your HVAC system inspected and serviced by a qualified technician who will check the compressor, the ventilation and replace filters regularly.
Make sure that residents also know how often to change their in-suite air filters. One of the most important aspects of any air system is its ability to circulate air throughout the space it's cooling. Air movement should be fresh and clean at all times. By doing so, this avoids expensive repairs and desperate maintenance calls from residents.

Garage Ventilation

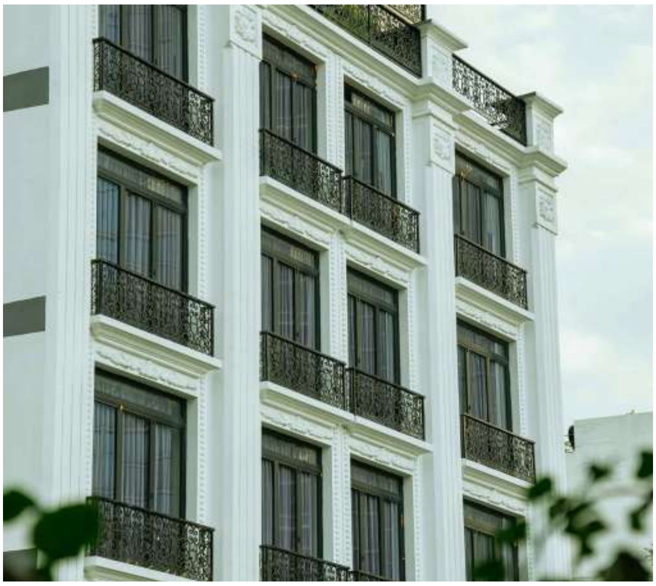
Your HVAC Contractor should also inspect garage exhaust fans before summer to prepare for warmer weather and to ensure they are free from dust, debris, and grime. By cleaning the blades and checking the motors, ensures the fan can handle increased heat and humidity, especially with power washing taking place in your underground parking levels.

Emergency Safety Equipment
With an increased risk of fires in the summer, all emergency equipment should be inspected, like fire extinguishers, smoke detectors and fire hydrants. Safety equipment must function correctly when needed, so testing is an absolute must.
Check with your local fire department or municipality to see who owns the hydrant on the property. If it's the condominium's responsibility to maintain, ensure to work with a reputable provider to test and tag the hydrants annually.

Exterior Construction Repairs
Water penetration issues that may have creeped up during spring rainfalls can be addressed in the warmer months. This is the best time to carry out exterior excavation, concrete, waterproofing, caulking or balcony repairs as the dry ground and warm temperatures allow sealants to cure properly. Keeping these areas in good condition will maintain the property's structural integrity.



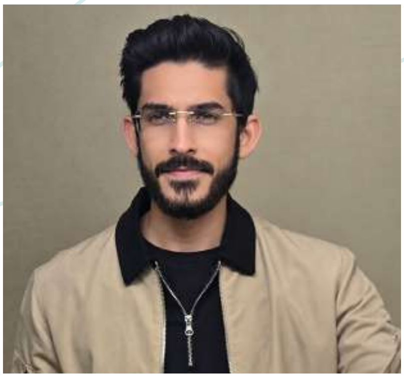
Elevate your Landscaping
Summer is when nature bounces back to life! It's best to outsource a good landscaping provider to regularly trim shrubs, mow the lawn, and plant seasonal flowers to keep the property looking vibrant and well maintained. This will enhance the property's overall appearance and create a pleasant environment for residents.



Summer Amenity Reminders
Utilize your condominium's website, newsletter or other communication outlets to advise on rules with your most used summer amenities. Sharing safety tips regarding pool use, barbeques, playgrounds and other common spaces prevents conflicts and conditions that may put residents in danger.

A well thought out maintenance strategy will address immediate concerns and prevent potential issues from arising in the future, saving you time, money, and stress.

(Bio) *Diana is a Senior Condominium Manager with over 20 years of experience at GPM. Starting her career as an Assistant Manager she worked her way up to a senior role learning and training under several reputable Managers within the industry. Her broad range of experience includes managing large capital projects and multifaceted Shared Facilities throughout her career. She has been managing a community within the Humber Bay Shores area in Etobicoke.*



How Technology is Changing Property Management

Sujay Pandit
Condominium Manager, B. Com, OLCM-GL

Condo management isn't what it used to be. It's no longer just about fixing things and keeping the building running - it's about creating a smooth, connected experience for residents while keeping operations efficient behind the scenes. As technology continues to evolve, property management is becoming smarter, faster, and more transparent.

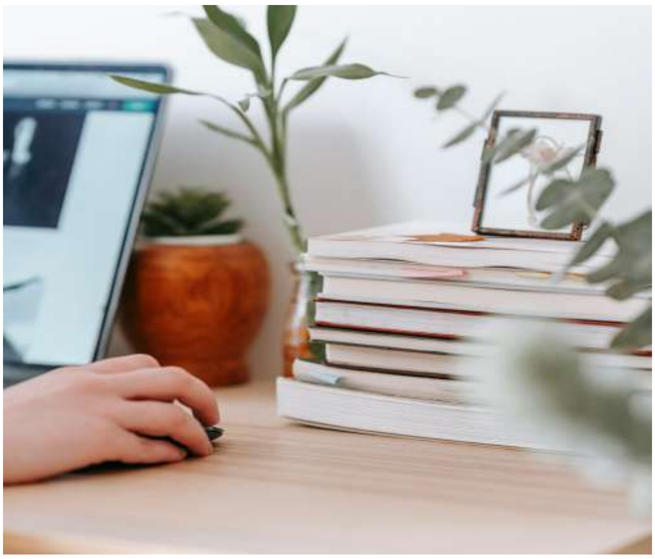
Moving Beyond Traditional Management
In the past, condo management often meant paperwork, scattered communication, and a lot of manual work. Things took longer, and information wasn't always easy to access. Today, that's changing. Modern property management is shifting toward a more balanced approach; combining hands-on service with smart digital tools. This allows managers to handle administrative tasks, finances, maintenance, and resident communication more efficiently, all while keeping everything organized in one place.

The Power of Integrated Software
At the center of this transformation are property management platforms like Condo Manager, Condo Control, BuildingLink, Concierge Plus and Managemate. These tools bring everything together into a single system, making day-to-day operations much easier to manage.

With these platforms, property managers can:

- Keep all records, documents, and financials in one secure location
- Automate routine tasks like billing, reminders, and reporting
- Communicate quickly with residents through portals, emails, or messages
- Track maintenance requests and resolve them more efficiently
- Manage multiple properties without adding unnecessary complexity

For example, Condo Control uses AI and self-service tools to handle common resident requests, which reduces workload and speeds up response times. Condo Manager, on the other hand, focuses heavily on simplifying accounting and making financial management more user-friendly.



A Better Experience for Residents

One of the biggest improvements technology brings is convenience for residents. Instead of relying on phone calls or in-person requests, people can now handle most things online.
Residents can:

- Pay fees online and set up automatic payments
- Book amenities
- Access important documents anytime
- Receive real-time updates and notifications

Features like maintenance tracking, visitor management, and community calendars also make daily living smoother and more organized. Overall, it creates a more connected and engaged community.

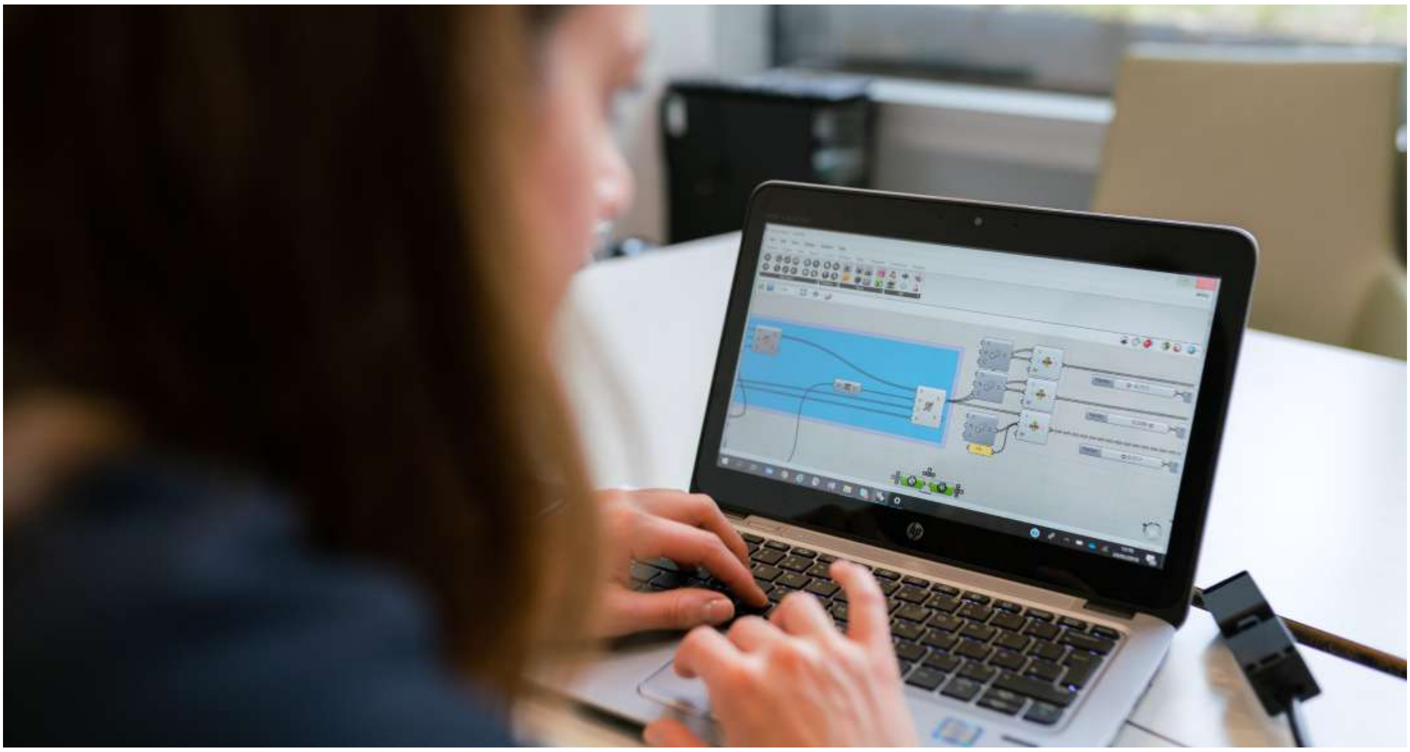
Improving Transparency and Trust

Technology also makes condo management more transparent. With real-time dashboards, detailed reports, and organized records, both managers and board members have a clear view of what's happening.
This level of visibility builds trust with residents and helps ensure everything stays compliant with regulations. It also allows for quicker, better decision-making based on accurate data.

Looking Ahead

Technology will only continue to play a bigger role in condo management. We're moving toward systems that combine automation, artificial intelligence, and seamless communication to create even more efficient and responsive communities.
Smart condo management isn't just a trend - it's becoming the standard. By embracing the right technology, condominium corporations can work more efficiently, communicate better, and deliver a higher level of service.
At the end of the day, it's about creating communities that run smoothly, feel connected, and offer a better living experience for everyone.

***(Bio)** Sujay is a condominium manager with experience across several areas of the condominium industry, including security, accounting, compliance, and property management. With a strong interest in building operations and governance, he is further expanding his technical knowledge through the Building Environmental Systems (BES) program while continuing to support condominium communities with a practical and detail-oriented approach.*



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