

NADLAN-HARRIS PROPERTY MANAGEMENT INC. SPRING, 2020 NEWSLETTER

Message from the President

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Dear Board of Directors,

Spring is officially here. Unfortunately, we are experiencing a pandemic. Right now, it is best to stay indoors as much as possible. Please remember to wash your hands, stay home and keep a safe distance when interacting with people. If you are feeling any of the symptoms of COVID-19, please do not hesitate to contact your doctor.

In this issue of the spring newsletter, you will find articles related to Condominium living and how to protect yourself from the COVID-19. Please take the time to read it while you are at home.

Stay Safe and Healthy,



Sincerely,
Liron Daniels
President
R.C.M., P.P.L., B.E.S.

We encourage all residents to log into your community website and use the fantastic features, as it is a great means of connecting with the community. **NEW features such as mobile access and consent to receive electronic communication have been implemented.** The platform will allow Nadlan-Harris Property Management Inc. to facilitate better communication, increase efficiency and allow residents an opportunity to provide their valued feedback. We look forward to connecting with you.

The Coronavirus and Condos

- What Can Property Management and Boards Do?¹

The Coronavirus is the top of everyone's mind right now. While everyone is hopeful that all levels of government are taking appropriate steps to stop the spread of the virus, condominiums need to be extra diligent given the close proximity that residents are living with one another.

Condominiums are entitled to make their own Rules that protect the health and safety of each resident. With that in mind, here are a few of my tips and recommendations for everyone in the condominium industry.

Communicate

Condo Boards and property management must come up with a plan, and then communicate the plan in the most comprehensive manner possible. This includes emails, printed mailings to each unit, notices on elevators and notices around the building. Having a comprehensive plan to stop the spread of the disease is important, but it doesn't do much if people aren't made aware of the plan.

Ask Everyone to be Diligent

Everyone in the building, and not just residents, should be on higher alert. This includes security, management and support staff. The notices of whatever plan is put into place should be sent to anyone who has any affiliation with the building.

Don't Be Afraid to Spend Money

Condominium boards are always cautious about spending money, especially on things that are not allocated in a budget. "Coronavirus response" is probably not something that you will find in any current condominium budgets. However, these are the kinds of scenarios where boards need to spend money to look after the safety and security of its residents. Some of these extra expenses could include, for example, installing hand sanitizer on each elevator, as well as each floor in the building, having management or security extend hours to provide resources to owners who have questions or issues regarding the spread of the virus or to have janitorial staff extend hours to clean elevators, doors and the common elements on an increased basis.

Encourage Owners Who are Not Feeling Well to Get Checked Out

This speaks for itself. If residents, property management or security see people who are sick, they should be encouraged to go to the doctor. It sounds simple enough, but this needs to be encouraged.

Answers to Your Coronavirus Questions²

The novel coronavirus and its resulting illness (COVID-19) have the potential to disproportionately affect residents of buildings with shared indoor spaces such as hallways, stairways, elevators, and amenity rooms. While, as set out below, buildings with concierge services may be in a better position to implement controls to limit the spread of COVID-19, there are steps that all boards/management may take in an effort to secure the safety of residents.

¹ Macdonald, Sager & Manis LLP, March 2020

² Shilby Righton, LLP. SR Condo Newsletter, March 2020.



Below are our answers to a few frequently asked questions from our clients. While there is no “one size fits all” answer, the comments below can hopefully help guide your community.

Can access to the building be restricted to residents only?

No. Delivery personnel and other essential visitors will be necessary to assist residents who are infected with COVID-19, in self quarantine or practicing social distancing. Notices should be posted and sent to residents advising that only essential visitors will be permitted, such as food/supply delivery personnel and wellness/healthcare providers.

Can visitors be asked questions or made to take protective measures before entering the building?

Yes. In a building with a concierge, a visitor can be asked to identify whether they have recently travelled out of the country or are experiencing a fever, cough, or shortness of breath. If the visitor answers “yes” to any of those questions, or refuses to answer, then access to the building may be prohibited. Everyone entering the building should be asked to make use of available hand sanitizer.

Should we prohibit delivery personnel from entering the elevators and delivering directly to residents?

If the building has a concierge, most deliveries should be left with the concierge. The concierge can accept the package on behalf of the resident. This limits the number of strangers accessing the hallways and other common elements. Residents who are healthy should continue to collect their packages from the concierge. Healthy residents should be asked to meet any food delivery personnel at the front door of the building.

Residents who are unwell or in self quarantine should be asked to remain in their suites and deliveries should be left with the concierge and can then be placed outside the resident’s door. Where there is no concierge, a neighbor may be asked to

retrieve the delivery and leave it outside their suite door. A digital message board among resident can help to facilitate this.

Residents should be encouraged to request "no-contact" delivery in the delivery instructions of any online or mobile app order.

What about dog walking services?

Healthy residents who are at home should bring their dogs down to the building doors to be handed off to and picked up from a dog walker. Where residents are not home or in quarantine/self-isolating, dog walkers may be required to pick up and drop off dogs directly from a unit. In such cases, buildings should consider strict protocols as to how access to a unit is granted. Like all other visitors, dog walkers who have recently travelled out of the country or exhibit symptoms of COVID-19 may be denied access and a resident may have to find an alternate dog walker.

Can access to the amenity areas be restricted or prohibited?

Yes, and it is recommended. In light of the COVID-19 pandemic, boards are justified to restrict or prohibit access to amenity areas (gyms, theatre rooms, boardrooms, pools, guest suites, etc.) and cancel any bookings indefinitely. Taking steps designed to limit the possible spread of COVID-19 is consistent with a condominium corporation’s obligations under section 117 of the Condominium Act to not permit a condition to exist or carry on an activity that is likely to cause in jury to an individual.

Could the corporation be liable for the closure of amenities or the cancellation of events/bookings?

In our opinion, it is very unlikely that a corporation would be held liable. A corporation’s obligation to keep its community safe takes precedence over these facilities.

Could owners be entitled to reimbursement of monthly fees if the use of amenity areas is restricted or prohibited?

No.

Does the board have a different duty of care to residents who are under a medical isolation?

No. The standard of care remains unchanged. The board is required to act honestly and in good faith and to exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances. The board should make decisions that are consistent with the information and recommendation provided by the relevant health authorities.

What other steps can the board take to support residents who are voluntarily self-isolating?

If not already done, we would recommend that a corporation:

- Install additional hand sanitizing stations;
- Increase the frequency of common area cleaning and consider undergoing special chemical treatments to limit the spread of infection, even if they result in an increased cost to the corporation; and
- Ensure residents know how to contact the board/management to address concerns.

A resident is returning to the building to be quarantined after a positive diagnosis of COVID-19. What can the board/management do?

Many boards have asked residents to advise the board/management of any positive diagnosis of COVID-19, if they are being sent home to be quarantined and/or if they are self-isolating due to potential exposure. The board/management should take steps to coordinate with such a resident to reduce the likelihood that the resident interacts with any other resident or staff (for example, using the service elevator or designated stairwell to get the resident to their suite) and that the common areas

accessed by such a resident are immediately cleaned and properly sanitized.

Everyone has a role to play in "flattening the curve" and the board/management should take all reasonable steps to keep residents safe and secure in these uncertain.

**COVID-19 Bulletin:
Immediate Actions to Be
Taken by All Condominium
Corporations³**

Restrictions imposed by the Federal, Provincial and Municipal governments in response to the COVID-19 pandemic have required that Canadians immediately change our way of life; however, few condominium corporations have taken action in response to the COVID-19 pandemic.

Condominium corporations are the "fourth level of government" and are required to take reasonable steps to protect all persons on condominium property from foreseeable form and dangerous conditions. As the window to flatten the COVID-19 curb is narrowing, condominium corporations are urged to act now to assist with the COVID-19 pandemic.

What can condominium corporations do immediately?

- close all common element amenity areas such as gyms, pools, saunas, change rooms, libraries, meeting rooms, media rooms, board rooms, games rooms, billiard rooms, party rooms, golf simulator rooms, yoga rooms, roof top terraces and barbecue areas;
- close all public washrooms and reserve same for the sole and exclusive use of contractors and the Corporation's staff.

³ COVID – 19 Bulletin. Patricia Elia, Ashley Winber,

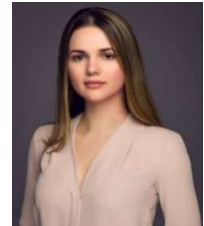
- close all on-site property management offices to residents and owners and require that all residents and owners communicate with property management over the phone or by email.
- advise residents that non-essential visitors (including family and friends) should be discouraged.
- require that all residents returning from abroad:
 - immediately notify property management of their return to Canada, so that the Corporation can notify other residents that a resident has returned from abroad and encourage other residents to exercise additional precautions; and
 - upon returning to Canada, self-isolate in their unit for 14 days as required by the Government of Canada.
- require that all residents who have tested positive for COVID-19:
 - immediately notify property management of same on a strictly confidential basis; and
 - self-isolate in their unit for 14 days as required by the Government of Canada.
- if any resident tests positive for COVID-19, immediately notify all residents of same and strongly urge all residents to self-isolate in their units for 14 days.
- hold all Board meetings by way of teleconference only.

- postpone all unit owner and resident meetings until it is safe to reschedule; and
- implement a “virtual buddy system” to assist vulnerable members of the condominium community and to assist with the dangerous of social isolation.

It is advised that all condominium corporations send out an immediate notice to residents advising them of the same and asking those who would like to participate in a “buddy system” to notify property management.

Technology & Property Management⁴

**Kateryna Polek of
Nadlan-Harris
Property
Management Inc.**



In 2017 the Condominium Act observed an update, and the industry was introduced to the Condominium Authority of Ontario (CAO) and the Condominium Management Regulatory Authority of Ontario (CMRAO). Currently, our field is undergoing an interesting developmental stage, where we have the opportunity to observe how the new licensing requirements of property managers influences the industry.

The CMRAO grants three types of management licenses: Limited, Transitional-General, and General. Limited Licensed managers are those who have not fulfilled their educational requirements and do not meet the 2,920 hours of working experience threshold. Limited Licensees can provide property

⁴ Technology & Property Management, Kateryna Polek, 2020



management services to a degree. These managers have significant restrictions and must be supervised by a General or Transitional-General Licensee. Transitional-General Licenses are given to experienced property managers who have not had the opportunity to complete the required courses throughout their working history – they are able to exercise the same authority as General Licensees. It is important to note that all Transitional-General Licensees who haven't fulfilled their educational requirements will be demoted to a Limited License in year 2021 demoted, at which point Transitional-General Licenses will no longer be granted. Finally, if a property manager holds a General License that means they have completed all the educational and working requirements – a requisite that was not enforced prior to the implementation of the Condominium Services Act, 2015.

So, what can the advent of a regulatory authority mean for an industry that was previously largely unregulated? Well, unless there is a colossal influx of people looking to enter the property management industry who can complete the educational and working requirements – we can expect a material shortage of qualified property managers. Even today, many management companies will admit that there is a lack of General Licensed property managers in the workforce.

Thankfully we live in an age where technology has bridged the gap between property manager and homeowner. The internet has also streamlined how we communicate interorganizationally. In fact, changes to the Condominium Act are complemented by technology – electronic proxies and telecommuting into Board meetings are legitimized within the updated Act.

Property Managers can benefit by streamlining their operations via technology. Many tasks can be conducted remotely, and technology can help ease the growing pains within our industry. In this article, I aim to explore three of these technologies and how they can impact the working property manager.

Shared Network Drives (Cloud-Based Technologies)

A shared network drive is a data storage medium that is accessible over networks, local and remote – in other words it is a cloud-based technology. Some network drives have mapping functionalities, which allow for folder storage of varying depths. These systems facilitate the storage of internal records via a rigid filing structure. Most managers may be familiar with Google Drive, a type of cloud storage service. However proprietary shared network drives adopted by management companies can be much more sophisticated and comprehensive in their application. The utility of this technology within the property management context is monumental. Management companies and condominium corporations can benefit by adopting an internal shared network filing or cloud-based storage system.

For example, the Ministry of Government and Consumer Services has implemented a new process for accessing records from condo corporations. With this process, come strict timelines (especially for the turnover of core records) which management companies and Board of Directors must comply with. A management company that has adopted a shared network or cloud-based storage system is much more equipped to respond to these types of records requests. It provides the capacity to submit records remotely without necessarily being on-site – a vital function for property managers with a portfolio.

Content Management Systems (CMS)

Cloud-based technologies and content management systems (CMS) run hand in hand, however a CMS expands on the capabilities of cloud-based document storage in order to deliver more utility to the end-user. A content management system integrates document management, digital asset management, and record retention – in other words, this system supports peer to peer collaboration throughout an enterprise.



Earlier we explored how the condominium property management industry will likely progress given recent changes to the Condominium Act and the implementation of a licensing and governing authority. Higher disclosure requirements, rigid timelines, and strict entry requirements will mean that property managers must increase efficiencies in order to keep up with ever-growing demands. A content management system will support a property manager by saving time and helping stay compliant. Furthermore, management companies will need to ensure their Limited Licensees are receiving the appropriate oversight in accordance with the Condominium Management Services Act, 2015. CMSs track how documents are written, who has reviewed them, and the changes made by individuals throughout the collaboration process.

Accounts Payable Automation Systems

An account payable (AP) automation system works by streamlining and automating the accounts payable processes. It can further function to support Generally Accepted Accounting Principles (GAAP) by removing repetitive manual tasks and facilitating better control and visibility over vital financial data. AP automation systems are vastly popular and typically facilitate an approval and coding function of invoices to a fully cloud-based medium. Most AP automation systems are integrated into a management company's enterprise resource planning system

(ERP system), which can provide further utility by matching the corresponding invoices with the appropriate expense. Theoretically, such systems reduce strain on both: the property manager and the accounts payable department.

So far, we have explored three different technologies that can support the average property manager to help them overcome the growing pains of the condominium management industry - and yet, this is only the tip of the iceberg. A plethora of other technologies exist, such as: video-conferencing software, business intelligence systems, customer relationship management systems, etc. However, our industry is so niche in its structure that many of these solutions are not effective or even practical.

In practice, many of these technologies don't necessarily solve the ever-increasing workloads that property managers are experiencing – they only alleviate the symptoms (and in some cases can cause even more problems). While it's exciting to theorize the different ways we can utilize technology, it's important to remember the human aspect of this industry. As technology advances, it's imperative that the property manager does not lose the personal, customer facing skills that are too often taken for granted. Sometimes the best solution to a problem is a through empathy and compassion – qualities that technology cannot simulate.

EFFECTIVE CONDOMINIUM MANAGEMENT-BOARD RELATIONS – GUIDANCE FOR CONDOMINIUM MANAGERS⁵

Liron Daniels, the President of Nadlan-Harris Property Management Inc. is proudly mentioned in this article.

The success of a condo community depends on its board and management; how they interact with each other and residents. All have the singular goal of a successful and stable community. Differences arise on how this is to be achieved.

The relationship between condo board and management is particularly important. These groups have the most responsibility for day-to-day operations and decision making. How they work together and make decisions affects every facet of the community.



Communication

Condo boards are voluntary. Each director has different skills, preferences and expectations of management. Condominium managers should be proactive in understanding how each director operates and how to best meet their expectations. Condominium managers should keep directors informed. They should avoid seeking guidance and direction for routine or other matters unless absolutely necessary. When making decisions relating to vendors, staff, repairs or contracts include directors as a bcc in e-mail communications. This can be an effective way to keep directors informed without requiring their involvement.

Use the monthly or quarterly meeting, or report, for macro matters which may include financial reviews, delinquent payments, contract discussions, major equipment matters, and resident issues. Between meetings the condominium manager should remain accessible to the directors to whom they report in person, by telephone or e-mail. Where more frequent communication is appropriate, a weekly informational update from the condominium manager to all directors should suffice.

⁵ Toronto Condo News, January 2020



Training Directors

Condo directors typically come to their role with limited education and training. The condominium manager must be prepared to educate directors when necessary. Directors require a willingness to learn and be corrected as they grow in the role.

It is the condominium manager's job to educate or inform condo directors about what is contained in the condo corporation's governing documents or how certain issues need to be addressed. This can be an unpleasant task rife with conflict. The best approach is to avoid personal opinion or interpretation of documents.

Flexibility

Liron Daniels of Nadlan-Harris reminds that "Condominium managers are employees of the corporation who report to directors. New directors may cycle through the board each year while the condominium manager provides stability. Yet it is the condominium manager that must remain flexible and evolve to accommodate the evolving nature of the board to which they report. A condominium manager should be prepared to adjust how they operate, report and communicate according to the preferences of its board."

It can be difficult for a condominium manager to deal with multiple condo directors with varying priorities and communication preferences. An effective board may designate a single individual to communicate with the condominium manager on its behalf.

Conflict Management

A good condominium manager resolves most issues before conflict arises. When conflict does arise, miscommunication should be avoided. Communicate clearly, more frequently and admit when mistakes are made. Most people are accepting of mistakes so long as they are infrequent, well intentioned, and admitted to when they occur.

Never say anything negative about another resident, director or board member.

Never put in writing anything you would not want others to read.

When providing opinion ensure it is presently politely, accurately and in a way unlikely to be misinterpreted.

Learn to compromise while suggesting an approach you may feel is more beneficial.



IMPORTANT LINKS TO STAY INFORMED

UPDATES AND GUIDANCE FROM PUBLIC HEALTH OFFICIALS

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>

<https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/mass-gatherings-risk-assesment.html>

UPDATES AND GUIDANCE FROM PUBLIC HEALTH OFFICIALS ON SELF ISOLATION

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>

UPDATES AND GUIDANCE FOR CONDOMINIUM CORPORATIONS AND ITS RESIDENTS

<http://condoadviser.ca/webinars>

<http://www.lashcondolaw.com/condo-agms-and-the-impact-of-coronavirus/>

<https://www.condoauthorityontario.ca/en-US/condominium-living/meetings-voting/owners%E2%80%99-meetings-during-the-covid-19-pandemic---creating-a-new-by-law-to-allow-for-telephone-or-elec/>

<https://mailchi.mp/dae9c445beeb/covid-19-hlds-frequently-asked-questions?e=664a27f78e>

NADLAN-HARRIS PROPERTY MANAGEMENT INC. NEWS



Advisory Committee Condominium Sector



Liron Daniels
President
Nadlan - Harris Property Management Inc.



Randal Froebelius
President & General Manager
Equity ICI Real Estate Services Inc.



Peter Leong
Associate Vice President, Building Sciences
WSP



Catherine Murdock
District Manager
DEL Property Management



Eric Plant
Property Manager
Brilliant Property Management Inc.



Elena Schneider
Vice President of Operations
ICON Property Management



John Wannamaker
Director of Condominiums
Berkley Property Management Inc.

Liron Daniels in the Advisory Committee Sector at the Remi Show '20.

NADLAN-HARRIS PROPERTY MANAGEMENT INC. NEWS



Nadlan-Harris Property Management Inc. is happy to announce a recent addition to our portfolio.

We now proudly manage the condominiums of 180 University Avenue above the Shangri-La Hotel.

NADLAN-HARRIS PROPERTY MANAGEMENT INC. NEWS



Nadlan-Harris Property Management Inc. is happy to announce a recent addition to our portfolio.

We now proudly manage the Tribeca Lofts at 797 Don Mills Rd.



**NADLAN-HARRIS
PROPERTY MANAGEMENT INC.**

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STAYING HEALTHY

HELP PREVENT COVID-19 & THE FLU

WASH HANDS OFTEN

with warm water & soap for at least 20 seconds - hand sanitizer is good in a pinch.



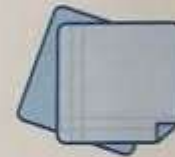
KEEPS HANDS AWAY

from your mouth, nose & eyes to avoid transferring germs.



CLEAN & DISINFECT

surfaces like counters, switches, doorknobs & desks.



COVER COUGHS & SNEEZES

with a tissue, then throw the tissues away & wash your hands.



IF YOU FEEL SICK, STAY HOME

from school, work or other public places; contact public health or your GP if you are experiencing symptoms of COVID-19.



TELEHEALTH ONTARIO:
1-866-797-0000