



NADLAN-HARRIS PROPERTY MANAGEMENT INC. Spring, 2022 NEWSLETTER

Message from the President

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Dear Board of Directors,

Welcome, to our latest-spring newsletter. Here comes the sun with its energetic glow and bright light. Spring is the time of plans and projects!

In turn, we are consolidating our efforts, position and learnings, and we are earnestly looking forward to how we can improve even more for ourselves and our stakeholders.

We're glad that we're going back to normalcy, especially as of March 21st. Finally, the only mask that we'll be wearing will be Halloween!

We would like to thank you all for the support that you've shown through the years.

Please take some time to read through our spring issue and enjoy the articles we have chosen for you.

Happy Spring!



Sincerely,

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

Company News

*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.*



No Substitute for Personal Interaction¹

Two years into COVID and it has become clear there is **no substitute for direct personal interaction.**

Restrictions on indoor gatherings, lack of face-to-face interactions and a closed-door policy to building management has been a disaster.

Management and owners are generally agreed that platforms such as Zoom are not a substitute for meeting with people even while the technology does provide some value.

The loss of direct interaction has created a heightened lack of trust by residents in building management and their condo directors.



*“Going virtual damages relationships with not only residents but vendors and employees” explains **Liron Daniels** of **Nadlan-Harris Property Management**. “Properties are not being inspected as frequently or extensively as prior to COVID. At the same time, more are working from home and aware of building deficiencies. Worn carpets, noise from neighbours and odours are all more extensive.”*

Management often fails to respond to these matters for reasons that include an overwhelming volume of concerns and restrictions on their ability to respond. Residents are less patient at the same time as frequency of issues is growing. Electronic communications are available at any hour of the day or night yet responses from management have become more superficial and delayed.

Limited staff taking longer to recover from illness creates further stresses on management unable to respond to resident concerns. Contractors take longer to complete work or to obtain necessary materials before commencing work. Many are no longer able to make commitments on timing.

Going virtual and relying on electronic communication requires better and faster responses which management is unable to provide in light of growing volumes and restrictions. Many lack the ability to keep track of the volumes of inquiries, problems and concerns, and fail to respond. Problems and frustrations escalate. Those lacking the proper technology and organizational skills struggle.

Communities are finding increased urgency at completing projects, renovating and maintaining their building, and are under greater stress because more people spend more time at home. They are trying to accelerate timelines when it is increasingly difficult to maintain the status quo.

Many of these problems are unlikely to be resolved until personal interaction is once again encouraged.



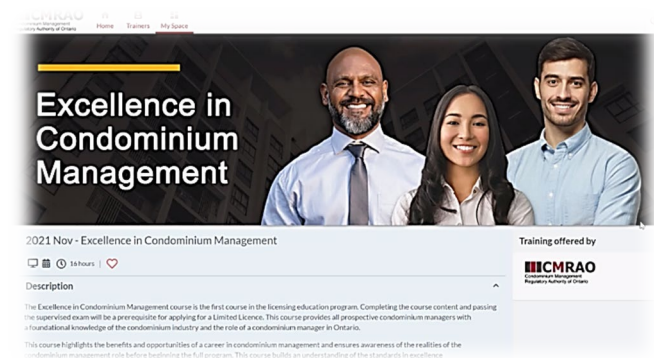
¹<https://tocondonews.com/archives/no-substitute-for-personal-interaction/>



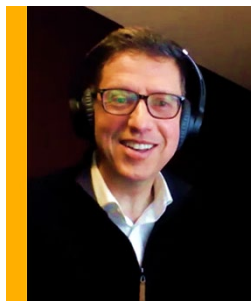
New Education Program Sets Standards for Excellence in Condominium Management ²

New education requirements came into effect on November 1, 2021, to ensure that all individuals licensed by the CMRAO meet a defined standard of education. The [new education program](#) consists of six courses, including [Excellence in Condominium Management](#), a mandatory course that applicants must successfully complete to qualify for a Limited License.

The **Excellence in Condominium Management** course is a hybrid learning experience consisting of ten online eLearning modules, three mandatory instructor-led sessions, and a final proctored exam.



Robert Buckler an experienced condominium manager, who is also part of **Nadlan-Harris** team, facilitated the instructor-led sessions and provided learners with foundational knowledge about the industry that will set a consistent standard of excellence for new condominium managers in Ontario. These education sessions provided information about how a condominium is created, outlined the legislation that governs the industry, and discussed the realities of a career in condominium management.



The CMRAO will offer the course regularly to ensure that individuals interested in entering Ontario's condominium management industry can meet the mandatory requirements to obtain a Limited License and be well-prepared for the first day on the job.

²<https://mail.google.com/mail/u/0/?ui=2&view=bt&ver=11ra0ezi22ggl&msg=%23msg-f%3A1726697161866424428&attid=0.4>

³<https://www.reminetwork.com/articles/new-research-compares-cost-to-own-vs-rent-a-home/>

New research compares cost to own vs. rent a home ³

According to new research from Compare the Market, **Canada** has one of the largest price gaps between renting and owning a home **in the world**.



Sitting in **10th** spot, the average mortgage payment for a three-bedroom home in **Canada** is 32.6 per cent higher than the average rent for a comparable space.

Our neighbors to the south currently rank 22nd in terms of largest price gap between the cost to own vs. rent a home.

Luxembourg took top spot with a price gap of 51.1 per cent, reflecting the country's high cost of living.

Latvia took second spot for countries with the greatest price gap between monthly rent and monthly mortgage payments at 42.5 per cent.



Slovakia came third with a 42.3 per cent price gap. House prices have been on the rise in Slovakia over the last few years.

On the opposite end of the scale, **South Africa** held a narrow 0.8 per cent price gap with rent prices averaging \$865 (US) per month and mortgage payments coming in at \$872 (US). In terms of which countries had a negative house price to rent ratio — meaning it's cheaper to buy a home in that country than to rent one — **Finland** takes top position.



Italy was the only other country of the 39 listed where it is currently less expensive to own vs. rent a home.

10 Trends to Watch in 2022 ⁴

The last two years have seen tremendous changes impact the world, primarily as a result of the Covid-19 pandemic. Condominiums have not been immune to these changes and, in fact, have experienced them as a microcosm of the world at large. As 2022 nears, there will be a need to adjust to new realities both about the pandemic and other emerging trends. Here are

ten themes and trends related to condominium living in Ontario to watch in the year ahead:

1. Changes to Condominium Act and Expansion of CAT

As of January 1, 2022, several changes to the *Condominium Act, 1998 (Act)* will come into force, including amendments to section 117 to include prohibited nuisances (e.g., odour, smoke, vibration, light).

The jurisdiction of the *Condominium Authority Tribunal (CAT)* is expanding to include disputes about unreasonable nuisances as set out in the amended section 117(2) of the Act and disputes about provisions in a condominium's governing documents dealing with nuisances and indemnification for breach of the provisions.

2. Provincial Elections

Ontarians are once again heading to the polls to elect their premier in June 2022.

Condominiums represent a significant and growing percentage of homes in Ontario and the concerns of condominium owners and residents are becoming more prominent in provincial politics. The outcome of the election is likely to impact condominium living and governance depending on the incoming government's priorities.

3. Omicron and Evolving Covid-19 issues

As we approach the second anniversary of Covid-19's emergence, the new **Omicron variant** has thrown a wrench in everyone's plans to return to "normal".

Condominiums, like the rest of society, will need to be vigilant about the evolution of the Covid-19 virus and the changing public health recommendations intended to keep everyone safe. Condominium boards will need to continue making tough decisions for their communities.

4. Rise of Digital Economy

Condominiums ought to be aware of how the digital economy will impact them — for example, it is becoming more common for owners to question whether reserve funds can be invested in crypto (spoiler alert: they cannot).



5. Insurance

The **Government of Ontario** has initiated public consultations to develop a better understanding of the issues facing condominiums in Ontario's insurance market, including affordability, deductibles, availability for condominium corporations, and the definition of 'standard unit' under the Condominium Act, 1998.

6. Climate Change and Green Initiatives

People are increasingly becoming more interested in tackling climate change and demanding that green initiatives be implemented, whether from their government, their employers, or their condominiums.

Condominiums should be prepared to address questions regarding energy conservation, refuse disposal (e.g., recycling and composting), and environmental certifications (e.g., LEED).

⁴<https://www.srcondolaw.com/newsletters/2021/12/31/10-trends-to-watch-in-2022>



7. Electrical Vehicles

One of the most relevant topics tied to climate change in condominiums is **electric vehicles**.

If your **condominium** has not received a request from an owner to install electric vehicle charging stations, then it will likely start receiving them soon.

8. Deliveries

If there has been one thing that the pandemic has accelerated, it is the explosion in deliveries being made to condominiums. It's not just packages, it is also prepared food deliveries, or groceries.

Condominiums need to have strategies in place to manage all the deliveries and set expectations with residents.



9. Drones

In the last ten years, drones have become a mainstream part of society, including even being toys for children. **Condominiums** should consider the advantages of drones while taking reasonable precautions to ensure they are not misused.



10. Virtual and Hybrid Meetings

Because of the pandemic many condominiums hosted their owners' meetings virtually (e.g., via Zoom). While some owners have expressed discontent about the virtual forum, overwhelmingly the response to virtual meetings appears to be positive.

Owners can expect virtual meetings to stay and for hybrid meetings to become more commonplace.

Scanning the road ahead for EV-ready condos ⁵

As the country moves to accelerate electric vehicle adoption and ban new gas-powered car sales by 2035, questions are brewing among people living in multi-unit dwellings when it comes to installing EV infrastructure in parkades, costs allocated to owners, and anticipating power needs.

⁵<https://www.reminetwork.com/articles/road-electric-vehicle-condominiums/>

A well-known hurdle, particularly in aging condos, is limited electrical capacity.

For now, most garages can likely manage 40 EVs with some aggressive sharing. You'd have to show the owners of the condo that

aggressive sharing will work; you'd have to show them when the chargers are being used and how

much they are being used," he says. "With that, the board should be OK with going from 20 to 40 quite easily."



✚ Potential potholes

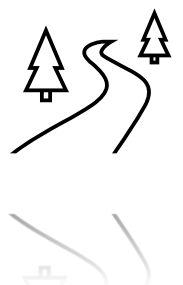
Amendments to the Condo Act in May 2018 removed legal barriers for corporations wanting to install EV-charging systems and for owners wishing to gain board approval themselves. These regulations removed some red tape. Still, retrofitting charging infrastructure into existing condos remains a challenge.

Developers of new condos are roughing-in conduits, leaving a pathway for future wiring that will ultimately save time and money when EV demand rises. Older buildings will need to start from scratch.

✚ New technology paving the road forward

New technology is helping to address some concerns older condos are facing, with long-term solutions like open standards and dynamic load management.

Open Charge Point Protocol (OCPP) is the global open communication standard for **EV charging** and is similar to buying an unlocked cell phone where users can select a service provider. The same goes for EV-charging stations. If you're unhappy with the service, or network management fees increase, **OCPP** ensures you're free to switch to another service provider without risking your hardware investment.



Dynamic load management involves charging stations talking to each other in real-time to share available

electrical capacity. This helps minimize infrastructure costs upfront and over the long-term as more charging stations are added to the system.

Scanning Ahead

When planning long-term for EVs, legal documents should be detailed and thorough.

Corporations should have an **Electric Vehicle Supply Equipment (EVSE) Agreement**, which should include some of the following:

- ◆ Indicate the intended use of the installed units,
- ◆ Recognize that the corporation has full control over the final configuration of the system,
- ◆ Indicate that the corporation has the right to modify any portion of the system to facilitate the installation of additional units, and
- ◆ Affirm that the corporation owns the electrical junction box, as well as all associated conduit, pull boxes and cabling.
- ◆ It should also make clear who is responsible for costs and that the job be conducted by a licensed electrician.






An electrician will need to verify the loads in the building by scanning bills and inspecting the main electrical panel.

Canada's clean energy efforts garner plaudits ⁶

Canada's clean energy efforts have been deemed exemplary among oil and gas producing countries. A newly released report from the **International Energy Agency (IEA)** generally commends the federal government's targets and policies for reducing greenhouse gas emissions and identifies Canada as a potential key player in the transition to low-carbon energy sources — both as a stable supplier of the fossil fuels that will be needed in the interim and as a leader in curbing emissions from oil and gas production.



For 2022, **IEA** analysts highlight **three fundamentals of the low-carbon transition**

-  energy efficiency,
-  renewable energy, and
-  R&D and innovation,

which are further emphasized in two of the report's four overarching key recommendations.

They call for increased federal funding for emerging clean energy technologies and the development of a national energy efficiency strategy that establishes targets for the buildings, transportation, and industrial sectors.



◆ Exploring technologies for clean and conventional fuels

In other prioritized elements of the low-carbon transition, **Canada** ranks third among the 30 IEA member nations for the percentage of its GDP and it invests in R&D and supporting commercialization of innovative energy technologies.

Canada faces challenges and opportunities that are unique our:

- climate,
- geography,
- demographics and,
- economy.

Canada is blessed with an abundance of natural resources that position us to be a global leader in clean energy.



We have ample land for solar and wind farms, vast water systems for hydroelectric power, geological formations to sequester captured carbon, critical minerals for clean technologies, uranium needed for nuclear energy

and, of course, significant traditional sources of energy.

⁶<https://www.reminetwork.com/articles/canadas-clean-energy-efforts-garner-plaudits/>



Snow and Ice contractors' Brave Insurance Blizzard ⁷



A hard global insurance market has been affecting all types of service providers across Canada, but one in particular is feeling the chill and facing a crisis point, the effects of which will trickle down to private property owners and condo corporations. There is a confluence of factors. At the heart, is a heightened number of slip-and-fall claims. Fewer insurance companies are willing to insure risky businesses now, but with snow contractors, it's largely due to this particular liability that property owners and managers pass on to the contractor through the Occupiers' Liability Act (OLA).



When snow contractors face insurance woes, condo corporations are equally challenged.



Owners who slip-and-fall on their condo property are consequently suing themselves through any claims. The condo corporation policy will pay for that, but ultimately, when that happens, condo insurance grows more expensive, and the maintenance fees rise. "It's a self-defeating cycle."

Potential cost of CMRAO's discipline process ⁸

According to its website, the Condominium Management Regulatory Authority of Ontario (CMRAO) is a regulatory body providing oversight of condo managers and management companies. We normally think of the CMRAO as the body that oversees the licensing of Ontario's condominium property managers. But the CMRAO's mandate

also includes education, training, discipline and enforcement. In other words, there's more to the CMRAO than just licensing.

* The CMRAO's enforcement rights

If it appears to the director (of the CMRAO) that a person is not complying with this Act or the regulations or an order made under this Act, the director may apply to the Superior Court of Justice for an order directing that person to comply, and, upon the application, the court may make the order that the court thinks fit. So, the CMRAO can be a powerful enforcement alternative for anyone (for instance, a condominium corporation) who is concerned about a manager's failure to comply with the CMSA.

* The potential cost of the CMRAO's discipline process

The CMRAO also has the authority, in an appropriate case, to discipline a condo manager. The CMSA and regulations spell out the mandate of the CMRAO to receive complaints and to take disciplinary procedures.



Among other things, the CMRAO may:

- ✚ Attempt to mediate or resolve a complaint.
- ✚ Give the manager a written warning.
- ✚ Require a manager to take further educational courses.
- ✚ Require a principal condominium manager to take further educational courses.
- ✚ Refer a matter, in whole or in part, to the CMRAO discipline committee.
- ✚ Suspend or revoke a manager's license (with prior notice and the right to a hearing).

Depending upon the circumstances, a discipline process, particularly a hearing by the discipline committee, could become very expensive and sometimes quite lengthy, involving lawyers and expert witnesses.

⁷<https://www.reminetwork.com/articles/snow-ice-contractors-insurance-blizzard/>

⁸<https://www.reminetwork.com/articles/potential-cost-cmrao-discipline-process/>



The CCI Toronto Legislative Committee ⁹

The CCI Toronto Legislative Committee is committed to providing regular ongoing updates regarding all legislation concerning condominiums, in order to keep our members abreast of changes they need to be aware of.

CCI-T has submitted comprehensive comments to the Ministry of Government and Consumer Service on behalf of all CCI chapters in response to the Ministry's request for written comments as part of the Ministry's consultation on condominium insurance issues.

Increasingly, [condominiums](#) have been experiencing substantial increases in insurance premiums and deductibles, and some condominiums have been finding it difficult to secure insurance at reasonable rates, if at all.

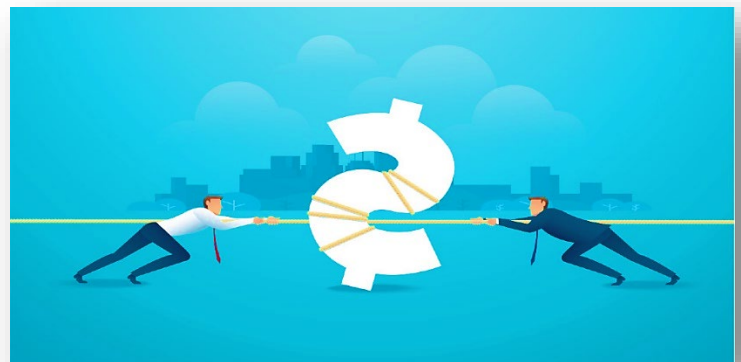
There are many reasons for the recent volatility in the condominium insurance industry, including but not limited to fires and floods due to climate change, increasing numbers of water damage claims and a lack of insurers willing to insure condominiums to name a few.



CCI was pleased and encouraged by the fact that the Ministry has sought comments on condominium insurance matters, and we are hopeful that following thoughtful review and consideration of all comments submitted as part of the consultation process, that steps will be taken by the Government of Ontario to address the insurance crisis in condominiums.

Budgets offer contrasting energy cost measures ¹⁰

Neighboring provinces have introduced contrasting energy cost measures in their 2022-23 budgets, but both promise potential relief for commercial and multi-residential building owners.



Increasing energy prices and commodity prices generally, combined with excessive federal stimulus and supply chain disruptions, have resulted in inflation rates not seen in decades. This is pushing up costs for Albertans and has elevated concerns over the costs of utilities



⁹ <https://mailchi.mp/6ba987c3eb47/legislative-newsflash-covid-modified-stage-2-and-proposed-permanent-changes-to-enable-digital-virtual-processes-under-the-condominium-act-2432118?e=7664485d2e>

¹⁰ <https://www.reminetwork.com/articles/budgets-offer-contrasting-energy-cost-measures/>



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NADLAN-HARRIS SEMINAR WITH OUR MAIN FOCUS BEING ON FIRE SAFETY & ELECTRICAL VEHICLE CHARGING



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WHAT NADLAN-HARRIS IS DOING ABOUT COVID-19 CORONA VIRUS?

Nadlan-Harris Property Management Inc. deeply cares about our staff's health and safety as well as the communities we work in.

From the beginning Nadlan-Harris has put in place protocols for the safety of our team and residents. The following protocols have been put in place:

- We have increase **cleaning and disinfecting protocols.** The Nadlan-Harris head office is being sprayed 3 times per week with Hypochlorous Acid, which is a primary disinfectant agent of chlorine solutions.
- Nadlan-Harris head office has introduced the GermGuard Treatment Program, which has been proven to last on a surface for up to 6 months. The GermGuard program kills germs on contacts and is a great addition for in between regular cleaning. The treatment provides antimicrobial protection to high touch surfaces to reduce the risk of transmission of germs. (see pictures below)
- Keyless entry has been installed at Nadlan-Harris head office to minimize the touching of surfaces.
- Social distancing protocol has been put in place
 - Keeping a minimum of 6' away from each other.
 - We have staggered our head office employees to work from home.
 - Remote set up was provided to all employees.
 - Accounting personnel rotate their time of coming to head office when needed to pick and drop off information.
- Extra hand sanitizers and spray disinfectant has been supplied at the Head office

We believe in an open communication policy and we constant communicate to all our managers on weekly basis by providing updated information to communicate with their board of directors and the community.

The team at Nadlan-Harris has received some inquiries by directors of the board about approval of invoices and cheques being signed. Our team fully understands the concern.

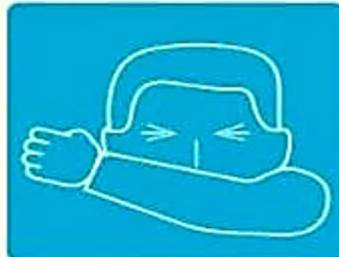
Under the direction of the board, Nadlan-Harris will accept invoice approvals from the board of directors, via email. Cheques can be signed by Liron Daniels the President of Nadlan-Harris Property Management Inc, and only by Liron Daniels. This of course is only temporary. Written direction is needed from the board of directors, to proceed with this option.

The Nadlan-Harris team has been provided Essential Work Documents, in the event they get stopped and questioned as to the intent of their commute

Our head office has been closed to the public since March, and only accommodates visits if it is an urgent matter.



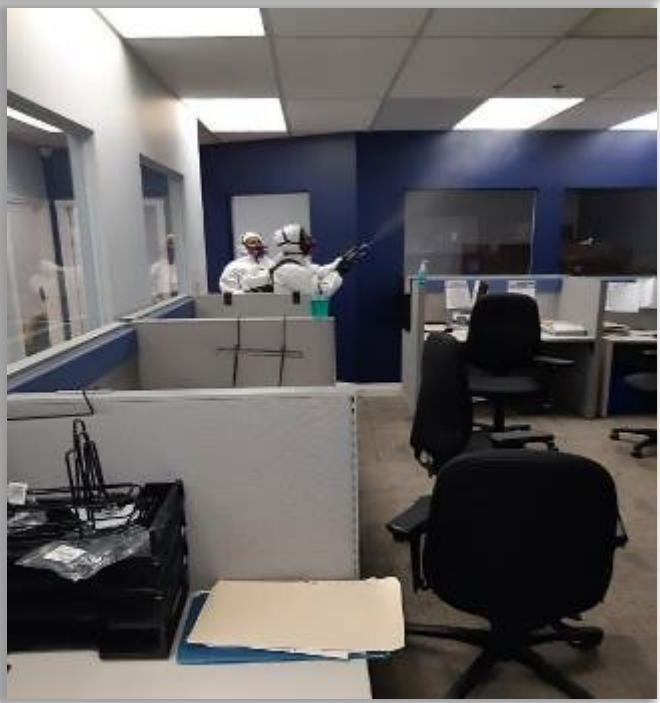
WASH YOUR HANDS



COVER YOUR COUGH



STAY HOME IF SICK



Condominium

|

Residential

|

Commercial

|

Rental



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We are a team of dedicated experts, specializing in professional property management of:

- High-Rise/Low-Rise Condominiums
- Residential/Commercial/Industrial
- Town Home Condominiums
- New Condominium Development Consulting
- Customized Community Websites
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