



NADLAN-HARRIS PROPERTY MANAGEMENT INC.

WINTER NEWSLETTER

Message from the President

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Christina Rossetti, 'In the Bleak Midwinter'.

In the bleak midwinter, frosty wind made moan,
Earth stood hard as iron, water like a stone;
Snow had fallen, snow on snow, snow on snow,
In the bleak midwinter, long ago.

Welcome to our Winter newsletter. The weather has gotten colder and the days shorter. Winter is the season for building mindfulness and resilience! 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 would like to thank you all for the support that you've shown through the years.

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



Sincerely,

Liron Daniels, President

R.C.M., P.P.L., B.E.S., O.L.C.M., C.P.M.





Understanding the Annual General Meeting¹

Annual General Meetings are owners' meetings that condominium corporations must hold within specific timeframes noted in the Condominium Act. Here is a list of items that typically occur during an AGM:

- Appointing an auditor
- Presenting and approving financial statements, auditors reports and any other financial information required by the by-laws
- Electing directors
- Discussing upcoming events such as repairs or community gatherings

AGM Timing

The condo corporation must call and hold an AGM within:

- Three months after the registration of the declaration and description for the first AGM. See [section 45 \(2\)](#) of the Condo Act for more information.
- Within six months of the end of each fiscal year after the first AGM has been held

Meeting Notices

Owners must be informed about when and how AGMs are taking place via two related notices:

The Preliminary Notice of Meeting – must be sent to owners at least 20 days prior to the notice of meeting and must include the purpose and projected date of the meeting as well as other requirements listed in in section [45.1\(1\) of the Condo Act](#) and [section 12.2 of Regulations](#).

The Notice of Meeting must be sent to owners at least 15 days before the AGM and must include the date, time and place of the meeting as well as other important information relating to the meeting's agenda. For example, if the corporation is proposing changes to its governing documents, the notice must mention this and contain a copy of the changes

Quorum Requirements

Quorum is the minimum number of owners that must be present, either in person or by proxy for business of the corporation, such as a vote, to be conducted. The standard quorum for an AGM is when owners who own at least 25% of the condo units are present. The quorum requirement is reduced to 15% on the third and any subsequent attempts to hold the meeting if quorum is not reached on the first two attempts to hold the AGM.

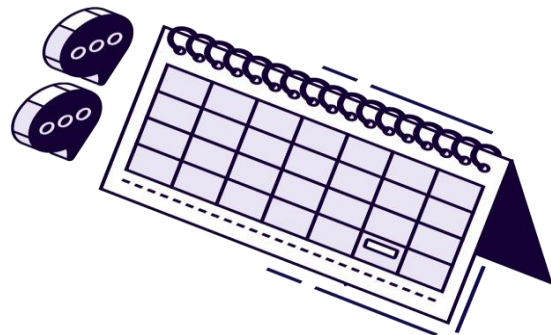
Voting and Proxies at AGMs

Votes on corporation business may be held at AGMs and may include items such as voting for new directors. Votes may be cast by:

- A show of hands, personally or by proxy
- A recorded vote that is:
 - Marked on a ballot cast personally or by a proxy
 - Marked on an instrument appointing a proxy
 - Indicated by virtually or by phone

Please note that [temporary amendments to Condo Act](#) allow voting virtually or by phone regardless of what a corporation's by-laws. These temporary provisions are set to expire on Sept. 30, 2023.

Owners can enable someone to attend the meeting and vote for them by filling out a mandatory form. This individual is called a proxy, and they don't need to be an owner in that condo building.



AUTOMATED VEHICLE ACCESS²

Automated vehicle access is one of many smart technologies designed to make life easier. It offers convenience to those parking vehicles, enhanced security for the community and requires minimal effort for management.

Automated vehicle access does not require use of a fob or contacting security to obtain access to a parking area. It relies on automated license plate recognition (ALPR) which allows pre-approved resident and visitor vehicles to access parking facilities. A camera reads the license plate at the garage entrance. The camera is connected to software that matches the license plate number to those with approved access. Resident vehicles are pre-authorized with a digital parking permit for repeat access. Guests receive one-time or limited access with a limited use digital parking permit.

When a vehicle approaches the camera its license plate is detected and read. Gates or garage doors automatically open. They remain closed and secure when an approaching vehicle does not have a digital parking permit. The system detects tailgating vehicles and blacklists them from entering. Features include the ability to blacklist specific vehicles and real-time parking data analytics.



Systems can operate on the cloud, or on local computer systems integrating with condo management software or other internal resident records

<https://b4n6s6j3.stackpathcdn.com/wp-content/uploads/2022/12/December-2022-Toronto-Condo-News.pdf>



PET TOILETS³

Toronto Pearson Airport has made things easier for those traveling with pets



There are ten designated areas where pets can relieve themselves. Some are located in the terminal for connecting and departing passengers. Three are outside on the curb. Each area looks like grass with a fire hydrant, and includes doggy bags, scooper and waste container. Relief areas have an in-ground flush system to keep the area clean. Residue is removed from the area similar to washroom systems.

San Diego was one of the first airports to recognize the need for pets to relieve themselves before, after or between flights. This should help reduce cleaning costs on planes and in airports.

Communities concerned about pets relieving themselves in common areas, parks and elevators may find this to be an economical partial solution where outdoor space is limited.



HIRING CONDOMINIUM MANAGEMENT⁴



There is an ongoing need for condominium managers and property management services. While most communities desire competent condominium management, fewer are clear on what this means or its cost.

Price is a consideration. Paying too little for condo management comes at a cost which can include inexperience, poor service and maintenance, bad advice, and higher costs elsewhere in the budget.

When we talk of condominium management, this refers to some combination of condominium manager, administrative staff and back-office support. Most communities employ a condominium manager who may operate on- or offsite. When more than one individual is required, lower-level administrators may be employed. The term generally refers to a condominium manager-in-training gaining experience while taking courses to obtain their license. Administrators tend to deal with day-to-day operations while the manager takes care of larger issues. Back-office operations cover a range of expertise and duties not handled by the manager.

Entry-level condominium manager salaries start at about \$37,000 based on a review of some job posting sites. Experienced managers may earn double or triple this amount. Average administrator salaries are estimated at \$40,000.

Accounting and overhead should be considered when evaluating the cost and need for qualified condominium management.



Accounting

Accounting is a time-intensive task encompassing the verification and recording of all financial transactions related to the corporation. This includes monthly common element fees for each unit, invoices for maintenance, monthly contract payments, and much more. For the typical community this amounts to thousands of transactions per month. Once posted, transactions need to be reviewed to ensure financial statements are correct and timely. Poor financial information leads to poor operational decisions, unnecessary spending and, potentially, fraud. Financial stability of the community depends on how accounting is handled.

Some communities handle their accounting internally. Others rely on back-office support provided to the condominium manager through a property management company. When handled as a back-office service, the provider is responsible for implementing processes, controls, policies, and systems; and to provide an ongoing assessment of overall fiscal health. They are expected to provide monthly and annual reports, along with training for the condominium manager to understand and interpret these reports. For efficiency, accounting departments utilize a standardized accounting system and software across all their clients.

Overhead

This refers to the varied services provided by a property management company in support of a condominium manager and community.

There is a cost for licensing, software, insurance, staffing or human resources, education, liability and other business expenses. When condo boards seek information, they may request the expertise of their condominium manager who may have access to specialized expertise through their management company. A condominium manager with access to expertise within their company offers more value and has more time available for other purposes.

Higher overhead fees suggest the availability of more specialized help being available. This reduces costs for consulting, legal or other services.

Communities with an understanding of their requirements are better able to determine what services they desire thus helping to reduce the overall cost of management.

CLEARING SNOW AND ICE⁵



There are no laws to ensure parking areas, private roadways, walkways or other spaces on a condominium corporation are entirely or sufficiently cleared of ice and snow.

Overall responsibility for removal of snow and ice lies with the board for a condominium corporation. They choose to hire a snow removal contractor, direct the Condominium Manager to do so, or ensure building employees handle this task. If the job is done poorly, the board is responsible for rectifying the situation.

Contracts or employee responsibilities may specify when snow and ice is to be cleared and from which areas. These standards should be sufficient to keep areas clear, accessible and safe most of the time.

High-rise



communities are expected to keep these areas in good working order. Insurance requirements may be imposed to minimize or prevent slip and falls, and other insurance claims. Failure to meet these requirements may nullify insurance coverage and increase liability.



SOUNDPROOFING CONDO FLOORING⁶



Popularity of wall-to-wall broadloom, or carpeting, in the 1970s and 1980s offered the advantage of absorbing noise in high-rise homes helping to keep it from intruding on the lives of neighbours. Hardwood flooring, which is currently popular, does the opposite. Television, banging, music and footsteps are more easily heard by others unless soundproof measures are taken.

Noise complaints are one of the top concerns in high rise communities where 70 or more families can be living on top of you. High-rise communities typically have a solid eight-inch concrete floor/ ceiling between units which more easily transmits sound than suspended ceilings which have room for sound absorption material.

The Ontario Building Code recommends an Impact Insulation Class (IIC) rating of 55 for sound absorption beneath flooring. When new flooring is installed, some condo boards have established higher minimum standards to ensure sound is not transmitted to other units. Field Impact Insulation Class (FIIC) ratings present a more realistic measure of sound absorption not determined in a lab. Meeting the standard requires that an underlayment be installed with flooring. A carpeted floor can have a FIIC rating of about 70.

When flooring is to be replaced in a unit, approval of the condo board is required. A renovation agreement ensures owners understand their obligations and sound absorption requirements beneath flooring. Should problems arise from flooring not meeting required standards, terms of the agreement can be enforced at additional cost to the owner.

When purchasing underlayment for sound absorption, be aware that some products are tested assuming dropped ceilings exist below. These products may not be sufficient for high-rise buildings.

Establishing minimum standards for sound absorption underneath any new flooring reduces the likelihood of noise complaints

COLOUR CODING FOR UNDERGROUND GARAGES⁷

Your underground parking garage, the largest common area in most condominium corporations, is more than a parking area and literally holds up your building. Hundreds walk through daily to reach their vehicle then again on their return. Few consider their surroundings until problems arise.

Maintained underground structures are safer, have fewer problems and lower maintenance costs.

Bare concrete is slippery when wet.

An anti-slip coating on floors, stairs and ramps provides a more secure surface for walking and driving. Some coatings protect against staining from oil, antifreeze and other liquids that may leak from vehicles thus making floors easier to clean and maintain.

Good lighting is important.

Bright lights make it easier to spot moving vehicles. Mirrors help drivers see around corners and avoid oncoming traffic. Brightly coloured lines reflect rather than absorb light making it easier to spot vehicles in motion.

Ceilings, walls and pillars should be painted white with a black perimeter to improve visibility

Overhead pipes should be coated to prevent corrosion. Plumbing, gas and water or sprinkler pipes should be differentiated by colour.

Emergency exits should be painted green and clearly indicated by visible signage. Directional arrows should indicate proper traffic flow and direct toward exits. Maintenance costs can be reduced by applying coatings that repel moisture that cause chipping and cracking of concrete, and rusting of rebar.

Fire and flood protection demands full diligence for property managers⁸



It's been a horrible weather season for all of us. And that means it's been a horrible weather season for property managers. According to Forbes, flood loss alone from Hurricane Ian could be as high as \$18 billion. Uninsured losses are right behind, approaching \$17 billion.

In addition, the nonprofit National Interagency Fire Center reports that, as of October 13 of this year, more than 6.9 million acres of land have burned from wildfires.

Don Wilkerson, CPM®, an IREM past president and this year's IREM representative to the National Association of REALTORS®, also serves on NAR's Insurance Committee and Disaster Insurance Task Force. He urges property managers to perform a thorough risk assessment and do so with the assistance of their insurers and lawyers.

Developing close working relationships with both of those entities (as well as with local fire and police

authorities) will go far to ensure you are doing all that you can to protect your tenants, your residents, your ownership, and, of course, your property. "I encourage our people to accompany fire and insurance inspectors when they do their tours," says the CEO of Gaston & Wilkerson in Reno, NV. "I'm not an expert. But I know where to go for expert advice."

Through such interactions, "You can see where they're coming from, and you can get a better understanding of the issues you're facing." He reminds IREM members that insurance firms can report their findings to your lenders, a red flag "if you decide not to take proper care of your property."

And of course, "It's incumbent upon property managers to take preventive measures seriously." This encompasses chores such as inspecting fire extinguishers, landscaping and trash storage ("especially after someone moves in or vacates," he says) to ensure that access and egress points are clear. "These are all part of our essential duties."

He also points to ongoing education, certainly through IREM and NAR, and in particular to two toolkits produced by NAR: Flood Factor and Fire Factor.

"Flood Factor has determined that there are 235 million properties that are subject to some form of risk," says Wilkerson. And remember, the damage can come not just from the likes of a Hurricane Ian, but as well from extreme rainfalls.

This underscores the need for your research to go beyond the flood zone mapping traditionally created by the Federal Emergency Management Agency (FEMA). "That mapping isn't the be-all and end-all," says Wilkerson, "and it's often out of date. Our members need to be aware that just because you're not in a FEMA flood zone, you might have flood implications that you should let your owners and tenants know about."

Insurance protections here come with a Catch 22, he says. Where you need the coverage, it's often more expensive than if you're out of a flood zone, where it's usually much more affordable.

Wilkerson says that IREM and NAR are working together on research to lower the costs of sufficient coverage for property owners and managers.

Turning to wildfires, “Fire Factor has estimated that about one in five houses in the US are at risk of damage by wildfires sometime in the next 30 years,” he continues.

Both Factor toolkits will benefit users by exploring the area risks of flood and fire, and arm members with facts that can help in discussions with all stakeholders. Both Factors also serve as gateways to broader information about each environmental threat, such as the First Street Foundation, which provides what Wilkerson calls the “most comprehensive risk assessments” of both fire and flood.

In terms of other sources, “The National Fire Protection Association (NFPA) is perhaps the most authoritative source on wildfires in the US,” he says, and he points to Firewise, the NFPA’s certification program. “The NFPA also offers many statistics and best-practice guides broken out by property type and occupancy. He urges readers to search the NFPA website for “building and life safety.”

Other go-to sources for Wilkerson are:

NAA’s “Wildfire Mitigation for Multifamily Housing”

Mynd’s “Fire Prevention Tips and Best Practices for Property Owners”

Multi-Housing News’ “How to Build Against Wildfires”

Diligence in disaster prevention, no matter the threat, is a multi-tiered consideration. It involves the input of experts such as local fire authorities, your insurance carrier, and legal professionals. It involves taking full advantage of the documents and toolkits provided by industry associations such as IREM and NAR.

It demands a proactive approach on the part of all property managers. And, perhaps most important, this includes the all-important need for communication. “Being fully transparent with your ownership clients, your tenants and your residents will ensure trust and confidence for all stakeholders,” Wilkerson concludes.



CHECK, INSPECT, RESPECT THE HALLS Holiday Celebrations⁹



The holiday season approaches once again – Christmas, Chanukah, Kwanzaa and New Year’s Eve, soon followed by Chinese New Year.

Most holidays include some combination of lighting, candles, ornaments, trees, parties and other festivities. Condo communities, home to people of different faiths, backgrounds and cultures, allow for these celebrations in the home and common areas.

Allowances for holiday observances and decorations should be, and perceived to be, equal and fair. Restrictions and prohibitions should relate to safety or other considerations independent of specific occasions. While prohibiting all decorations may be allowed, prohibiting specific decorations is likely to be viewed as discriminatory.

Allowances for holiday decorations can be tricky. Communities generally restrict how hallways, lobbies, elevators and other common areas should look through their rules. Residents generally have no discretion in decorating these areas. The board, or a group or committee working through them, may have authority to decorate a lobby or other Area.

Doors are part of common areas. Where wreaths and other items are allowed on doors and window frames, these should be adhered in a way that will not puncture or damage the surface.

Tips for establishing rules relating to decorations:

- Dates – Specify start and end dates when decorations are allowed in common areas.

COMPENSATING CONDOMINIUM DIRECTORS¹⁰

Dates should be consistent for the holidays they Represent.

- Location - Rules should identify what areas can be decorated and, if necessary, which should not be decorated.



- Type – Be specific as to what is allowed. Rules which limit decorations to those that are ‘tasteful’ and/or ‘appropriate’ rely on the judgement of residents and should be avoided.
- Method - Specifying how decorations are to be affixed can help avoid damage to common Areas.
- Hard Restrictions – Specific restrictions should be limited and based on safety considerations. Some communities prohibit natural trees which can be a fire hazard in the home. Improperly discarded, natural trees create a mess in common areas and can block a trash chute.

It is not ‘illegal’ for condominium directors to be compensated. Financial compensation is not a common practice although there are good reasons to consider this.

Paying any director, or owner, for services rendered to the corporation creates a potential conflict of interest requiring disclosure. Directors should not be involved in discussions or votes that potentially impacts on their income.

Benefits to paying one or more qualified directors to serve as an administrator working alongside the condominium manager are compelling. It offers a way to address many of the challenges of condominium management and condominium living that often get ignored.

Serving as an active condominium director is demanding, thankless and at times more timeconsuming than a full-time job. Individuals are volunteers who can lack business and management experience. Skilled individuals may be reluctant to take on this responsibility because of the time commitment and abuse from owners. This explains why many condo boards lack qualified individuals and fail to be effective.





Condominium managers are not stakeholders. It is unreasonable to expect them to assume responsibilities inconsistent with their job description or which may negatively affect their compensation.

Condominium corporations may be better managed by employing a qualified stakeholder to work alongside their condominium manager. They can commit more time to their position, accept more responsibility, provide expertise missing from the board, and undertake tasks inappropriate for the condominium manager to assume.

Financial compensation can improperly motivate individuals to serve as condominium directors. Compensation in the form of reduced condominium fees is to be discouraged. No owner should be paying less than their proportional share of corporation expenses as stated in the declaration.

Any compensation for corporation directors should be disclosed in financial statements.



ALL CONDO CORPORATION REVENUES ARE TAXABLE¹¹

All corporations that generate revenue are required to collect and submit HST to Canada Revenue Agency. Non-profit corporations, including condominium corporations, are not exempt.

<https://b4n6s6j3.stackpathcdn.com/wpcontent/uploads/2022/12/December-2022-Toronto-Condo-News.pdf>

While monthly condo fees do not require that HST be collected and submitted, the same is not true about other sources of revenue which may come from commercial unit fees, guest suite rentals, user fees for parking or lockers, recreational amenity user or guest fees, or amounts charged for social programs. There may be fees charged for placement of cell phone towers, or advertising in community newsletters or elevators.

Condominium communities can benefit from the small supplier rule. Generally speaking, any nonprofit organization, including condominium corporations, that generates taxable total revenue under \$50,000 per calendar quarter is not required to collect or submit HST. Once this threshold is exceeded, a condominium corporation is required to register for the HST. They must then charge the HST and make submissions to Canada Revenue Agency.



Registering for the HST and qualifying as a small supplier provides a benefit to the community. HST payments made to purchase certain items are credited against HST due. Your community may host an annual barbecue where residents pay \$25 for food and drink inclusive of HST. HST paid on food, supplies and other items purchased for this event qualify as a credit against what is due to Canada Revenue Agency.

An accountant can best advise on which revenues require HST to be collected and paid, and how the small supplier rule can benefit your community.

<https://cen.acs.org/articles/96/i44/9-ways-motivate-others.html>

Vaughan Shooting and Condominium Security FAQ Sheet



Introduction: This FAQ Sheet has been created by a Condominium Law Firm Operating in the GTA. We provide it for information purposes.

In response to recent tragic events, our office has received many requests for our opinion regarding safety and security in condominium buildings. As condominium lawyers, we are grateful for the hard work and professionalism of condominium managers and directors in these extremely difficult times. Please do not hesitate to share this FAQ with anyone who might benefit from it.

Frequently Asked Questions

1. What options are available for condominium buildings to immediately enhance safety and security?

Answer: The following is a non-exhaustive list of options to consider (depending on your unique circumstances):

- Retain a consultant to review your building's security strengths and weaknesses.
- Review and update security guard post orders, augment security hours and staffing levels, as needed.
- Install security cameras (not dummy cameras) in common areas.
- Repair or replace out of date or non-functioning security systems. You can use the condominium corporation's reserve fund to pay for this.
- If necessary, consider installing electronic locks (fobs) on elevators and stairwells to restrict access between residential floors in high-rise condominium buildings.
- Provide adequate safety training to all condominium staff, including board members, and implement a workplace harassment and violence policy, if you have not already done so.
- Permit owners to install video doorbells on common element suite entry doors using a "section 98 agreement".

- Continuously check all existing doors, locks, in-suite alarms, etc. to ensure that they are in good working order.
- Install electronic door contacts that notify the security desk if exterior doors are ajar.
- Track and disable old, unused building access devices such as garage remotes and fobs.

2. Is notice to owners or a vote of owners required when altering the common elements for imminent safety purposes?

Answer: No. A condominium corporation's board of directors may pass a resolution authorizing a change

or addition to the common elements without prior notice to owners, and without a vote of owners, regardless of the cost, if, in the opinion of the board of directors, the change is necessary to ensure the safety of any person on the condominium property.

That said, where time permits (i.e. if there is no imminent threat), notice to owners is recommended in circumstances where the cost of the change will be more than 1% of the common expense budget.

Seek advice from your condominium corporation's lawyer for additional details relating to the notice.

1 <https://www.ontario.ca/laws/statute/98c19#BK215>
Subsection 97(2)(b) of the Condominium Act, 1998

3. Are there privacy issues relating to the installation of security cameras on the common elements?

Answer: Yes. Any condominium building that has security cameras should, in our view, also have a privacy policy addressing the proper use of these cameras. The specifics of what is included in a privacy policy is beyond the scope of this FAQ, but includes issues such as who has access to recordings and under what circumstances, as well as ensuring that anyone entering the property is made aware that they are being recorded by erecting conspicuous signage.

4. Are dummy (fake/decoy) security cameras a good idea? Answer: No. Dummy cameras should never be used in common areas of a condominium building. If you have dummy cameras in your building, then we recommend that you replace them with real cameras or else remove them entirely. The same principle applies with respect to misleading signage indicating that premises are under video surveillance where in fact there is no video surveillance taking place.

5. Is it necessary for condominium corporations to have a workplace violence and harassment policy? Answer: Yes. All employers in Ontario, including condominium corporations, are legally required to have a workplace violence and harassment policy that is reviewed at least annually. If you have 6 or more people who regularly work at your condominium property, then your policy must be in writing.

Your policy should be prepared by a qualified human resources or legal professional such as your condominium lawyer. The policy will define what constitutes workplace violence, what constitutes workplace harassment, and what are the expectations and obligations of workers and managers when violence or harassment takes place. The policy also sets out the employer's duty to assess and warn workers about safety risks such as residents or frequent visitors in the building who are known to be harassing and/or violent.

6. What should a board of directors or condominium manager do in response to a resident who is threatening violence, physical harm, or imminent damage to property? Answer: In an emergency, call 911. In a non-emergency, seek immediate legal advice. A credible threat of violence should be taken seriously and must not be ignored. There is no duty to mediate or to first apply to the Condominium Authority Tribunal in response to a threat of violence. In addition to 911, safety issues are properly addressed by way of an urgent application to Superior Court under section 117(1) of the Condominium Act, 1998.³

7. What should a board of directors or condominium manager do in response to a resident who is being abusive or harassing, but is not threatening violence, physical harm, or imminent damage to property? Answer: Seek immediate legal advice. The first step is typically a legal demand letter, which may be followed by applying to court for a civil restraining order or injunction in appropriate circumstances. There is no duty to mediate or to first apply to the Condominium Authority Tribunal in response to abusive or harassing conduct. In this regard, Ontario's courts have held that the risk of "injury" referred to in section 117(1) of the Condominium Act, 1998 includes psychological harm, not just physical injuries/violence.

8. How do I know if a resident's conduct rises to the level where legal intervention is appropriate? Answer: Each case will turn on its own unique circumstances. The following guidelines may also be considered.

<https://www.ontario.ca/laws/statute/90o01#BK59>
Section 32.0.1 of the Occupational Health and Safety Act, 3

<https://www.ontario.ca/laws/statute/98c19#BK247>
Section 117(1) of the Condominium Act, 1998 provides that, "No person shall, through an act or omission, cause a condition to exist or an activity to take place in a unit, the common elements or the assets, if any, of the corporation if the condition or the activity, as the case may be, is likely to damage the property or the assets or to cause an injury or an illness to an individual." Any breach of section 117(1) is remedied by a compliance order from the Superior Court under section 134(1) of the Condominium Act, 1998

Workplace violence includes, but is not limited to: - The use, or attempted use of physical force that could cause injury. - A statement, behaviour, or gesture that a reasonable person could interpret as a threat to exercise physical force that could cause injury. - A personal threat of physical violence or suggested act of violence against another person or threat to cause damage to property, including communication via telephone, email, or other written communication.

Workplace harassment includes, but is not limited to: - Inappropriate or unwelcome sexual conduct from either verbal or physical contact to another person, leering (suggestive staring), or other unwanted gestures. - Remarks made to persons regarding their race, country of origin, religion, sexual orientation, etc. that could be interpreted as degrading or demeaning. - Unnecessary or unwanted physical contact such as patting, touching, pinching, or hitting that would not cause injury. - Taunting or abusive remarks or behaviour. - Any other action, either direct or indirect, imposed onto another person with the intent or effect of inducing harm or negative reaction.

9. What should we do if we have reason to believe that a resident is having a mental health crisis and poses an imminent danger to himself/herself, or others? Answer: Call 911. See also, question #6, above

10. What should be done if a unit owner is falsely accusing the board of directors or manager of wrongful conduct such as misappropriating owners' money or acting in a conflict of interest?

(The concern being that these false allegations could cause someone else to become violent, or otherwise create an unsafe environment for the board and/or manager.) Answer: Seek immediate legal advice in relation to your unique circumstances. The law relating to defamation is often not the most helpful solution. In appropriate cases, this conduct can be

considered a form of prohibited interference with the operation of the building (such as preventing contractors from being able to carry out repairs) or prohibited harassment where the focus shifts to the danger being posed by the conduct and the need for an injunction, rather than the damage to public reputation, and the need for a monetary remedy.

Legal Notice: The information provided in this FAQ is **not legal advice**, is of a general nature for informational purposes only, and applies only to the Province of Ontario. Disclaimer: The above are provided for informational purposes only and should not be considered as legal advice by Nadlan-Harris PM Inc.

11. Should condominium boards and managers be hesitant to enforce condominium rules so as not to create a dangerous situation in the building? Answer: As discussed in question #5, condominium corporations must assess known or suspected safety risks. If a particular resident is a known or suspected safety risk, then enforcement of rules should take place with assistance from legal counsel. If there is no known or suspected safety risk, then appropriate enforcement of condominium rules should continue in the normal course.

12. Should all meetings of owners be held virtually (not in person) for safety reasons? Answer: The emergence of virtual meetings in 2020 was for public health reasons. If your condominium building has a safety concern with in-person meetings, then virtual meetings are an acceptable option. However, in our view, it is not necessary for all meetings in all condominium corporations to be held virtually.

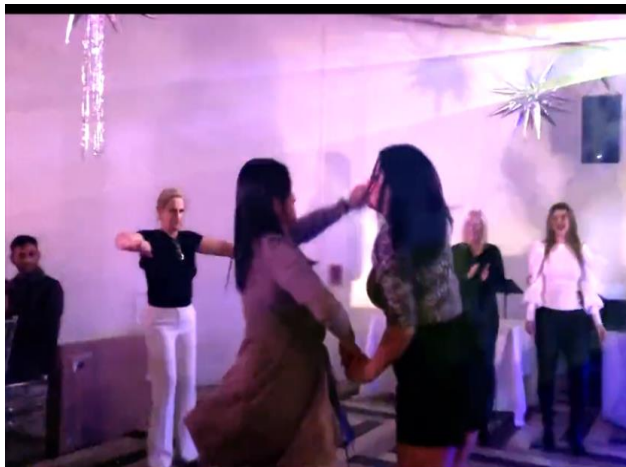
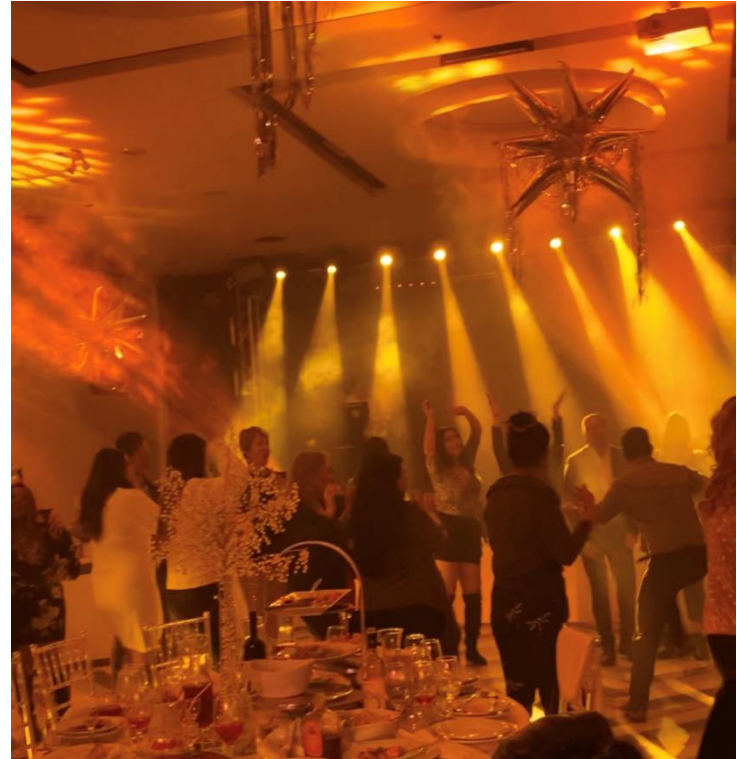


On behalf of everyone at Nadlan Harris we would like to express our sincerest sympathies. Our thoughts and prayers to victims and their families

*With
Deepest
Sympathy...*



CHRISTMAS PARTY



December 16th 2022



Click to view the video

<https://vimeo.com/782090175>





HAPPY
NEW YEAR

Condominium



Residential



Commercial



Rental



NADLAN-HARRIS PROPERTY MANAGEMENT INC.

500 Champagne Drive, Toronto, ON M3J 2T9

AN ACMO 2000 COMPANY



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
- Shared Facilities



Proud members of:



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