

SPRING 2023 NADLAN-HARRIS PROPERTY MANAGEMENT INC. NEWSLETTER

## 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.*

## MESSAGE FROM THE PRESIDENT

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!

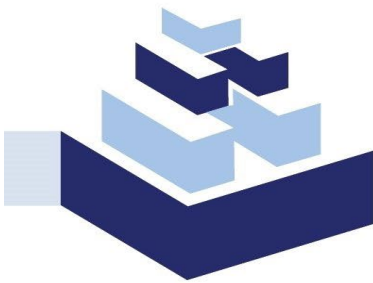
In turn, we are consolidating our efforts, position and learnings, and we are earnestly looking forward to how we can improve even more for ourselves and our stakeholders.

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.

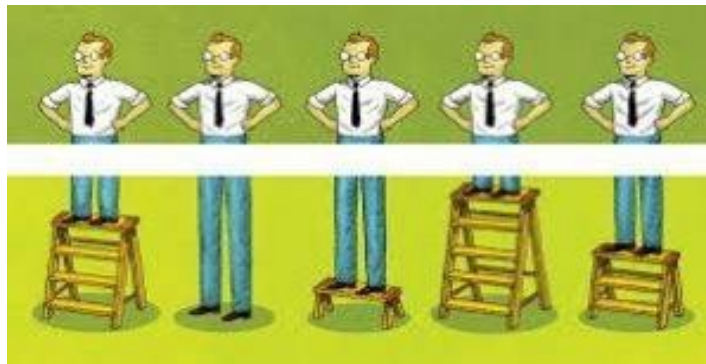


## In This Issue:

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- ADAPTING TO INFLATION IN 2022 AND 2023
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## AGM PACKAGES AND CANDIDATE STATEMENTS<sup>1</sup>



Two of the more insightful documents provided to condo owners in the Annual General Meeting (AGM) information package are the financial statements and written statements for candidates running for election as directors. Thoroughly read, these documents provide insight to how current directors are fulfilling their role and what can be expected of those seeking a director's role.

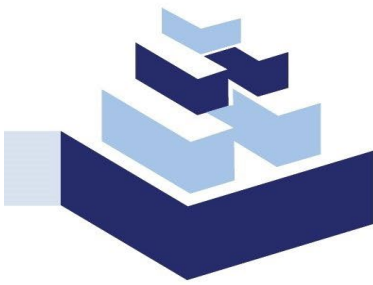
The Annual General Meeting is an important meeting for condo owners. Numerous documents and disclosures are provided relating to this annual gathering. Unfortunately, not all condo owners choose to attend this meeting and fewer are likely to have thoroughly read the documents.

One condo corporation reported a \$75 billion lawsuit in their documents which included signatures from two directors. When questioned at the meeting, the auditor agreed that the proper amount should have been \$75 million.

Directors signing off on documents provided to some of which are legally binding and financially costly for a condo corporation, does not install confidence.

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<sup>1</sup> <https://tocondonews.com/archives/agm-packages-and-candidate-statements-challenge-what-does-not-make-sense/>



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A candidate for election to the board ran on a campaign of lower condo fees. The individual made a point of emphasizing how, as vice president of another condo corporation, they saved money. Here are the claims made by the candidate ....

Owners apparently did not take the time to read what they were signing. This cavalier approach to documents, Ignoring the inconsistency in how much condo fees were reduced, [condo.ca](http://condo.ca) data, displayed on this page, show that the building where the candidate served as vice president did not have any reduction in condo fees. In fact, condo fees increased every year since the building was incorporated – a 44.4% increase during the period or an average of 8.9% each year. Condo fees for the building are consistently higher than average for that District.

Clearly, the candidate's claims are inconsistent with public information. Wild promises, inaccurate accomplishments and dishonest qualifications that go unchallenged or ignored lead to poor quality directors and a poorly managed condo corporation.

Marshall publishes [Condo Madness](#); an information resource for condo owners.

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## SELLING TO THE CONDO BOARD<sup>2</sup>

The role of condominium manager does not require a sales and marketing background. Their job is about getting work done rather than selling or communicating. To be successful, condominium managers need to be able to sell ideas and solutions to condo boards and residents if they are to obtain approvals, resources and funding.

“The job of condominium manager includes facility management which requires comprehension of technical and complex issues” explains Liron Daniels of [Nadlan-Harris Property Management](#). “What it takes to keep mechanical systems running is beyond the understanding of most condo boards. Being overly technical or detailed when presenting to owners and the board is of limited value if interest or understanding is lost. Better to explain a problem or failure in simple terms and include a story about how specific residents are impacted. Focus on direct benefits which include cost, comfort, environmental impact, risk and convenience. Technical details are usually unnecessary.”

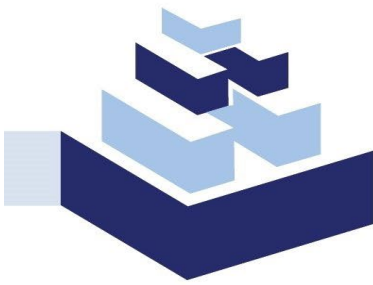
The job of condominium manager is implementation and completion of tasks. An effective manager is equally accomplished at obtaining approval from senior management and strategy. In condominium management there is no training on how this is to be accomplished.

In a well-organized community service requests, complaints and comments are recorded electronically

and classified by category. These classifications allow management to obtain monthly or annual summaries adding clarity to existing and worsening situations. The role of manager is to reduce the frequency of these submissions by developing solutions, and point to the data as proof of what needs to be done and effectiveness of past efforts.

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<sup>2</sup> <https://tocondonews.com/archives/selling-to-the-condo-board/>



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The best condominium managers have learned these skills through experience. They know not to react immediately. Best to think things through before speaking. They employ quality contractors and employees who can work independently which allows more time for strategizing, planning and seeking management approvals.



Condominium management is viewed as a cost to the corporation and owners. It is up to the manager to change this mindset by showing it to be a benefit. Those who are successful end up with a secure income, long-term employment and an enjoyable relationship with those they serve.

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## **ELEVATOR CONGESTION**

### **How to Behave Properly Inside the Condo Elevator**

#### Health and Wellness.

If you're living in a high-rise condo, chances are you're dependent on the elevator to get to and from your unit. It's considered a common area since majority of the residents use it. Just like all common areas, etiquette is needed to make sure that everyone gets to use the elevator effortlessly and efficiently.

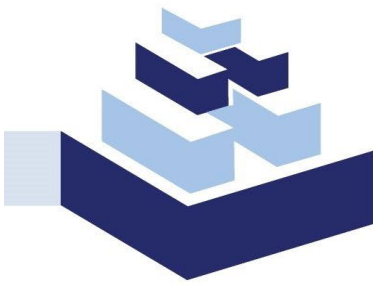
Unfortunately, a lot of people do not know how to practice good elevator etiquette; some are even unaware that it is one of the [ways to become a good condo resident](#).

Since you live in the building and you'll be using the elevator along with the others for a very long time, it's important to behave properly to lessen the risk of offending other residents. Remember that exhibiting good behavior in the elevator is part of a [condo resident's responsibilities](#). Here are some rules to keep in mind in order to observe condo elevator etiquette:

#### **Ladies first**

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Some may argue that chivalry in the elevator is already non-existent in these modern times but it doesn't hurt to be courteous even if you're not really required to do it. Most ladies will be thankful for the gesture. If letting all types of ladies in first isn't really your style, then at least do it for pregnant and elderly women. Now there's no excuse for not being gentlemanly in this case.



## Minimize Conversation

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If you're in the elevator with companions, try to keep the talking to a minimum. Since you are all confined in a very small space, noise can quickly irritate your fellow passengers. If you're riding alone, avoid making a phone call. The others do not need to hear personal conversation at such a close range. Besides, phone signal sucks inside elevators, so save yourself the hassle.



## Let the passengers out first before going in.

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Unbelievably, there are people who will try to push and shove their way in the elevator while the passengers are still going out the door. This is just plain rude. Wait until the coast is clear before settling inside the elevator. If you're the first person to get inside, move to the back immediately so all of you can fill up the elevator in an orderly fashion. If you're headed for the lower floors, stay on the side so you can easily get out.

## Don't eat inside

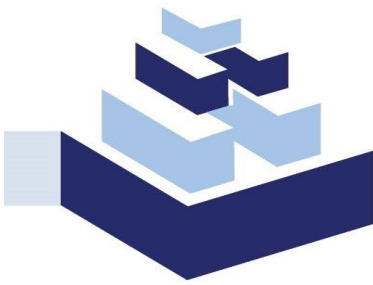
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So, you've got takeout food and you can't wait to reach your condo and feast on it? Okay, but wait until you get to your unit before taking a bite of that beef and onions burger. Unwrapping your food inside the elevator will envelope the others with the aroma of your food, which is something that not all people are okay with. At least wait until you step out of the elevator so you can wolf down your food in peace.

## Take note of the Camera

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There are people who forget that the [elevator is equipped with a security camera](#), so they do stuff that they should be doing only in private. The condo building security has seen everything, from couples getting racy to people picking their nose



unselfconsciously. So, before you do something that you don't normally do in public, look around the elevator and look for the camera. Save yourself the embarrassment.

## Be pleasant to the elevator guy

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Some upscale condo buildings hire elevator guys. It doesn't matter if you know him personally; it pays to be nice to a man who sees the comings and goings on the different floors. It won't take much effort to exchange pleasantries with the elevator guy. He might be able to help you in case of security problems in the future.

## Hold the door only when necessary

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Maybe your next-door neighbor is 15 seconds away from the elevator door so you want to hold it for him. It's okay if there are no other people inside with you. If there are, then you shouldn't hold the door open. The people inside may not take kindly to the delay. Your neighbor will understand if you have to make him wait for the next ride.

## Take the stairs

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There are people who have become so dependent on elevators that they refuse to take the stairs even if they're going up just a floor or two. Unless you're carrying heavy stuff on your way up, it's more practical to take the stairs instead. Other people tend to get irritated if someone uses the elevator to go to the second floor.

## Do Not Pass Gas

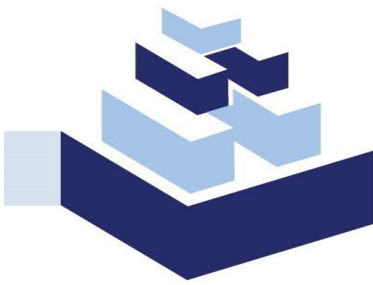
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## Do not sing and dance

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Yes, there are people who are guilty of doing this, the younger ones usually. Kids can be forgiven for being hyper in the elevator as long as the accompanying parent is there to make them stop but teenagers are not excused for such behavior. It may look cool in the movies but this won't slide in real life.



## Be kind enough to push buttons

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If you're the one positioned near the buttons, be courteous enough to push them for other passengers. If you're not the type to do this for other people, stay away from the buttons and let others take the courtesy.

## If you're sick, try to take a empty elevator

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Coughing and sneezing inside a full elevator are not only uncomfortable, but you're also spreading your disease. Try to ride an empty elevator if you're coughing is in full blast. If this is not possible, just cover your mouth before you cough or sneeze. Also, try not to use your germ-infested hand to push the elevator buttons.

## Be mindful of your backpack

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If you have a big backpack on, be careful in squeezing yourself in among the other passengers. Your backpack may hit someone accidentally if you take a sudden turn once, you're inside.

## Avoid gossiping

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They may be strangers to you but you'll never know if these strangers happen to know the person you're gossiping about. So, to avoid getting into trouble, hold off the gossiping until you're out of the elevator. This should be observed especially when you're in the office elevator. Little things can go a long way in making sure that everyone gets to ride the elevator safely and conveniently. Observing proper behavior is necessary to keep the elevator a friendly place for condo residents.

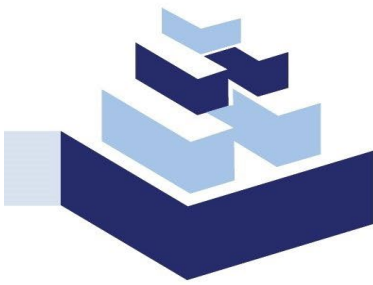
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## **HUMID BUILDINGS ATTRACT PESTS<sup>3</sup>**

High humidity is a year-round concern. Buildings with high humidity suffer from problems that include pests and mould. High humidity can result from cooking or other daily activities and hot water use. Factors affecting humidity can include air leaks through windows and water leaks. Moisture problems can create an uncomfortable home, health issues, pest problems and structural damage. Excessive moisture can cause mildew, mould, and bacteria growth resulting in asthma, difficulty breathing or allergy problems. Mould and mildew can begin growing within 48 hours of an unaddressed water problems. Visible signs of moisture include paint lifting or bubbling. Wood and other materials can become discolored or warped. Metal can corrode and rust. Excessive moisture attracts pests seeking water, food and shelter. Mould and mildew

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<sup>3</sup> <https://tocondonews.com/archives/humid-buildings-attract-pests/>



are a food source for them. Controlling pests and avoiding problems with air quality requires everyone to practice preventative measures.

Management can minimize building-wide moisture and its problems:

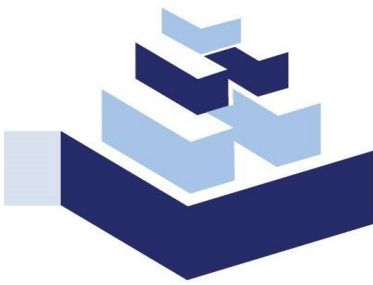
- Appliances including heaters and dryers should be vented outdoors when possible
- Regularly clean ducts and vents
- Clean roof gutters and drains
- Minimize indoor condensation with adequate ventilation, dehumidifiers and air conditioning, use of kitchen and bathroom exhaust systems, and functioning HVAC systems

Residents can minimize moisture and its problems within their suite:

- Keep air conditioners running on warmer days to lower humidity levels
- Use exhaust fans when cooking or showering
- When not in use keep laundry and dish washing machine doors open
- Monitor windows, walls and pipes for signs of moisture – dry wet areas and report to building management
- Repair or report plumbing problems

Once pest or air quality problems are identified, the services of air quality or pest control professionals is usually necessary.





## **ELDER CARE IN HIGH-RISE COMMUNITIES<sup>4</sup>**



As high-rise communities age the issue of elder care becomes more prevalent. Determining if condo residents are in good health or sound mind is fraught with responsibility and liability.

As people age most eventually become incapable of fully caring for themselves. They may develop dementia. Another may have had a stroke. Yet another may get lost wandering the halls. Most require some level of in-home assistance. Many have no family, or family that no longer cares for them. Some are too proud to accept help.

Initial problems may appear minor making it difficult to determine when a neighbor begins to have trouble, and knowing what can or should be done. An older resident may begin leaving garbage outside their door, forgetting what floor they live on or try to enter the wrong suite. Newspapers may accumulate. While their door is open there may be strange odors or visible trash on the floor.

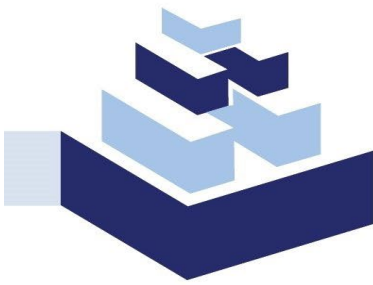
Problems can escalate. A resident not feeling well may be unable to make it from the lobby to their suite.

They are unwilling to go to the hospital and refuse offers to call an ambulance. After being helped to their suite, it appears unsafe and unhealthy. Clothing is strewn everywhere; doorways are blocked and dishes uncleaned. They could easily get hurt if left alone at home and nobody would know. They may be behind in paying condo fees and other bills, and unwilling to accept help from neighbors.

Individual residents may choose to assist and are welcome to do so. Management or the board, wanting to be helpful, should tread lightly. The corporation, while being helpful, should not be taking on personal obligations such as ensuring individual residents are healthy or safe beyond what is done for all on an equal basis. Boards should protect the corporation, and all residents, from delinquent condo fee payments by individual owners. Treating one resident differently from others is a cause for concern.

In an act of compassion, an elderly owner delinquent in paying condo fees may be granted a grace period. Another owner loses their job and falls behind in paying condo fees. Granting a grace period to the elderly owner requires that a similar allowance requested by others must be accommodated. Failing to treat both situations equally, by granting a similar exemption to all owners on request, unnecessarily exposes the corporation and creates a legal problem. It doesn't take long before many are not paying their condo fees and the corporation is in financial difficulty.

<sup>4</sup> [HTTPS://B4N6S6J3.STACKPATHCDN.COM/WP-CONTENT/UPLOADS/2023/01/FEBRUARY-2023-TORONTO-CONDO-NEWS.PDF](https://B4N6S6J3.STACKPATHCDN.COM/WP-CONTENT/UPLOADS/2023/01/FEBRUARY-2023-TORONTO-CONDO-NEWS.PDF)



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No condominium corporation should allow one condo owner to financially benefit at the expense of another, which occurs when a financial delinquency is allowed to occur or continue. Condo management and boards allowing this to happen are accepting personal liability for financial losses to the corporation.

Condo leaders struggle with balancing the need to maintain safety and the positive atmosphere of their communities with their desire to assist residents requiring intervention. They can reach out to family members, or contact local health care agencies or retirement homes that can provide assistance.

Condo communities can be a great home for aging or disabled individuals capable of independent living. When assistance is required to maintain semi-independent living, communities can assist. They cannot and should not replace family and other more personally involved parties. Community rules and by-laws need to be enforced equally among all residents regardless of personal circumstances.

Treating everyone equally is not cold and uncaring. It is a reasonable expectation for a condominium corporation required to treat all owners equally in accordance with its declaration, by-laws and rules.

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## **ADAPTING TO INFLATION IN 2022 AND 2023<sup>5</sup>**

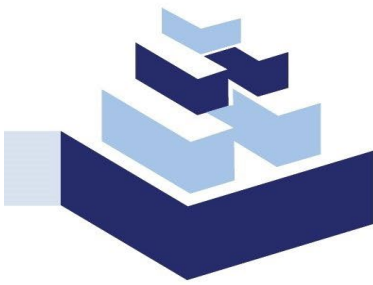


Nobody expected inflation to jump from one percent to eight percent in a year because such a rapid rise has never happened. Yet here we are, dealing with the unexpected increase in cost for virtually everything. For high-rise and condominium communities, this increase is much greater.

The question, for everyone, is how to pay these higher expenses.

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<sup>5</sup> [HTTPS://TOCONDONEWS.COM/ARCHIVES/ADAPTING-TO-INFLATION-IN-2022- AND-2023/](https://tocondonews.com/archives/adapting-to-inflation-in-2022-and-2023/)



Inflation has affected everything necessary to maintain the high-rise home from energy to cleaning supplies, labour and equipment. The problem is made worse by a shortage of labour and delays in deliveries.

Vendors and contractors have adjusted pricing and service levels. Condominium boards must prepare to pay higher costs and budget accordingly. Flexibility in repair and renovation costs is essential to avoid delays and cancellation of projects.

## **Managing and Controlling Costs**

Past information will not help in dealing with such a rapid rise in costs. The immediate solution is to revisit budgets and build an eight percent increase in line items for supplies, materials and equipment. This may or may not be sufficient.

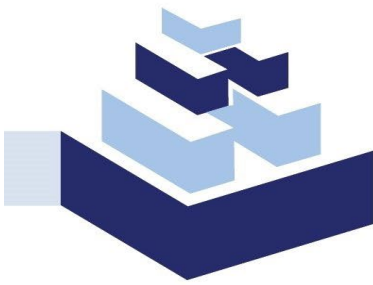
To control some costs, purchase in bulk where possible. This reduces the price per unit for items such as ice melt, light bulbs and cleaning supplies.

Prioritize projects and anticipate additional time to complete them. Planned projects need to be started earlier if they are to be completed on schedule. Sign annual contracts for landscaping, HVAC, elevator and equipment maintenance to reduce price increases throughout the year.

Reserve funds are likely to be underfunded by a comparable amount and should be topped up by the same amount as the operating budget for all work scheduled for the remainder of 2022 and throughout 2023. The inflation rate applied to reserve fund studies will likely need to reflect a double digit increase for one year before it can be lowered in successive years until it reaches a more stable level.

Condominium boards have incurred higher expenses in 2022 than included in budgets, and further increases are likely in 2023. To address an immediate cash flow problem, a one-time special assessment may be necessary. Communities with a stronger cash position may be able to wait until their next budget and scheduled increase in condo fees.

Ultimately, condominium communities have no control over rising costs. They must ride out the unexpected increases and prepare for more in the coming year. Focusing on better management may help reduce some costs.



## **SPRING CLEANING USING SAFE CLEANERS**

Spring is when we clear out winter dirt and grime, and prepare for nicer weather.

When cleaning it is best to avoid cleaners and chemicals that can pose a danger. Bleach can be corrosive and a skin irritant. Most cleaners sold in stores contain hydrochloric acid, ammonia or formaldehyde. These products can damage pipes as they are washed down sinks and drains. Over time, building drains may require repair or replacement because of these chemicals.

It can be easy to clean the condo home without use of potentially damaging cleaning products or chemicals.

- Vinegar can be used to clean appliances. For washing machines, pour some in and run it through a cycle. Add a few drops of essential oils to give vinegar a more appealing fragrance.
- Baking soda can be used to clean a dishwasher and eliminate odors. Run a full cycle with a cup of baking soda.
- Microwave cleaning requires nothing more than a bowl of water. Place it in the microwave and run it for two or three minutes. This softens food and dirt so it can easily be wiped away. Use warm soapy water for a final cleaning.
- Hot soapy water works well on floors and refrigerators.
- Toilets and sinks can be cleaned and deodorized using vinegar mixed with a small amount of baking soda. Scrub all surfaces. Let it sit in a toilet or sink for half an hour to help eliminate odors.
- All other surfaces including mirrors and glass can be cleaned using a vinegar-water solution.
- Dust and wipe down items with a microfiber cloth using some lemon juice or essential oils.
- Remove crayon marks with toothpaste.
- Eliminate mould and mildew by cleaning tile grout and balconies using hydrogen peroxide.

Condominium

Residential

Commercial

Rental



# NADLAN-HARRIS PROPERTY MANAGEMENT INC.

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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
- Shared Facilities



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