

2023 WINTER NEWSLETTER



MESSAGE FROM THE PRESIDENT

With the Holiday Season upon us and the New Year approaching, The Nadlan-Harris Family wants to wish you all a VERY HAPPY HOILDAYS and A SPLENDID NEW YEAR! We hope that 2024 will be just as, if not more successful than 2023
Sincerely, Liron Daniels, President
R.C.M., P.P.L., B.E.S., O.L.C.M., C.P.M



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PROPERTY MANAGEMENT INC.

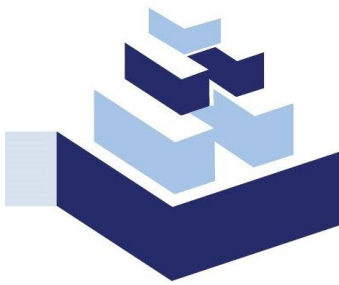
COMPANY NEWS

We encourage residents to log into your community website and use the fantastic features. It is a great way of connecting with the community.

NEW features such as mobile access and consent to receive electronic communication have been implemented.

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Ontario condos can continue to conduct business online as of Oct 1

Condo corporations and owners across the province are now able to permanently embrace hybrid business practices following changes to the Condo Act that came into effect Oct. 1.

LET'S LOOK AT THE MOST IMPORTANT CHANGES:

1. Condo corporations can keep holding meetings and votes virtually or by phone without needing a specific by-law allowing this.
2. Corporations can issue meeting notices to owners that they can reach electronically and who have not specifically requested paper notices.
3. Board meetings can continue to be carried out virtually or by phone without the consent of all directors.

There are also a number of important procedural items to keep in mind that flow out of the changes.

Condo owners must specifically ask for paper communications as more convenient email notices become the standard.

Condo corporations can now create by-laws to regulate how they hold phone or virtual meetings and votes. They must ensure that all attendees are able to 'reasonably participate' in owners' meetings no matter the community's preferred platform.

Now, owners who vote virtually or by phone before or during an owners' meeting will be considered present for the purposes of quorum.

Condo corporations must also keep records of all ballots and instruments appointing a proxy for owners' meetings submitted at or before the meeting, including any record of votes cast virtually or by phone.

The record of owners and mortgagees must include an electronic contact for owners who provide it. This information will not be accessible to other owners.

We look forward to continuing to support condo communities through these changes.¹

CAO SHIFTING TO ONLINE PAYMENTS INSTEAD OF CHEQUES STARTING NOV. 1

Ontario condo corporations will soon be required to use CAO's quick and convenient online payment system and will no longer be able to pay assessment fees by cheque. This is part of CAO's effort to streamline and modernize our payment process to improve security, efficiency and convenience.

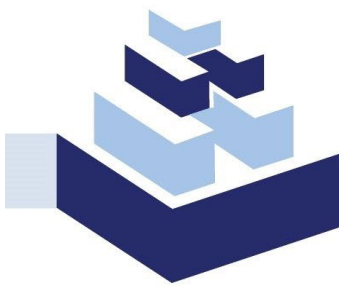
Our new pay-by-bank direct deposit option allows condo corporations to securely add and save their bank account information in our system to use for future CAO assessment invoice payments.

Payments are not drawn automatically but must be authorized by the corporation each time. Corporations can retain their existing financial approval processes when using this option.

Note: Condo corporations transitioning from cheque payments can download our Online Payments Process Guide which includes a payment authorization template that helps corporations update their payment approvals while maintaining two signature approvals.²

¹ <https://www.condoauthorityontario.ca/news/ontario-condos-will-continue-to-be-able-to-conduct-business-online-by-default-starting-oct-1/>

² <https://www.condoauthorityontario.ca/news/cao-shifting-to-online-payments-starting-nov-1/>



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CAO launches new anti-harassment rule sample for condo corporations

The owner was also ordered to, among other things, pay over \$37,000 in costs and damages, stay ten feet away at least from any member of the community, follow the condo's governing documents and only communicate with the corporation in writing.

This is an important case for all condo communities that should be read carefully as it provides important insight into that the types of circumstances in which a condo corporations can evict ungovernable owners.

A condominium owner in Toronto was recently given a last chance to stop their behaviour or else vacate and sell their unit within 120 days. The owner had a lengthy history of harassment and had previously been charged in court for these misdeeds.

This rare order by the SCJ comes at the heels of increased focus among condo communities on harassment issues. The CAO recently hosted a conflict resolution webinar and heard from attendees that harassment issues in condos are top of mind.

Justice Paul Perell's decision noted that an eviction order necessitates that the court be satisfied that an owner poses a serious risk to the health and safety of the community, is likely to cause damage to the property of the condo corporation or is generally unsuited for communal living.

One of the requests from many attendees was that the CAO support condo communities by providing anti-harassment rule samples for corporations.

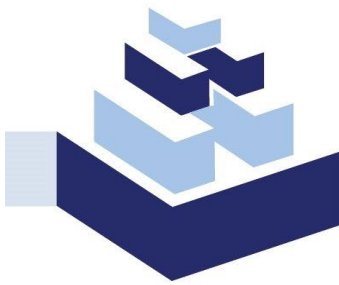
The owner had made verbal threats to the corporation's staff, damaged property, exposed himself to staff, allowed his dogs to roam freely and defecate on the common elements and didn't allow routine fire inspection and repairs in his unit. Many incidents were captured in the building's CCTV security cameras.

We are now pleased to share this with you! Condo corporations can review this sample and consider how it can be adapted to their unique needs as they work to de-escalate difficult situations between condo community members. Make sure to take [the survey and tell us what you think](#) once you've read it.³

[Download the Anti-Harassment Sample Rule](#)



³ <https://www.condoauthorityontario.ca/news/cao-launches-new-anti-harassment-rule-sample-for-condo-corporations/>



Management Providers' Guide to Supervising Limited Licensees and Ensuring Staff are Properly Licensed

Climate action levers key amid competing crises

Strategists are pondering the most effective climate action levers to keep attention focused on reducing greenhouse gas (GHG) emissions as other events and pressures commandeer priority-setting agendas. The upcoming annual United Nations conference on climate change follows a year when extreme weather took various forms to slash a vast track of destruction and suffering around the globe, yet, there is a sense that many concerned onlookers do not retain the memory or the resolve to guard against the next time once such events are in the past.

In the buildings sector, proactive sustainability proponents acknowledge that there are abundant competing interests as they pursue decarbonization and climate resilience. Speaking in conjunction with the online release of the 2023 GRESB global benchmark results for the ESG (environmental, social, governance) performance of commercial real estate portfolios, Darryl Neate, vice president, ESG, with REALPAC, reported that about one third of the association's membership of prominent Canadian real estate companies, institutional investors and investment managers have set targets to achieve net-zero emissions.⁴

The CMRAO's inspection program guides have been developed to give condominium management service providers the ability to review their business practices and procedures to check if they comply with the necessary requirements and prepare for a possible inspection.

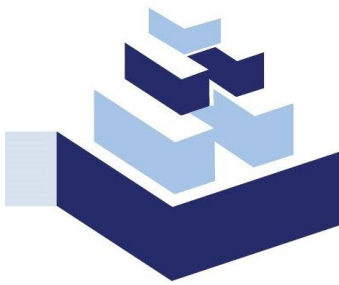
This document provides condominium management provider businesses with an overview of the CMRAO's process for inspections regarding ensuring that staff are properly licensed and Limited Licensees provide management services in accordance with the conditions of their licence. This document contains several questionnaires that the provider is required to complete. The provider will also be required to submit certain records to the inspector and be interviewed by the inspector. In some cases, the inspector may also interview board members of a client condominium corporation.

This inspection involves verifying that the provider has processes in place to ensure that all staff are properly licensed in accordance with the CMSA, and to ensure that any Limited Licensees employed by the provider abide by the conditions of their licence. The provider should be prepared to answer questions related to:

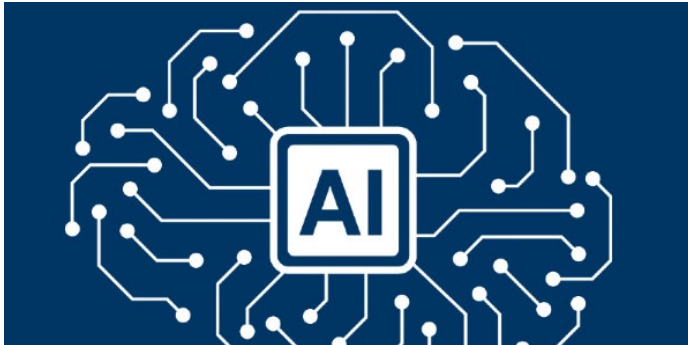
- The different types of employees and departments within the organization
- The organizational structure of the provider
- Which employees interact with condominium owners, residents, and board members
- How General Licensees are involved in supervising Limited Licensees
- The Principal Condominium Manager's involvement in overseeing the work of supervising licensees and Limited Licensees⁵

⁴ <https://www.reminetwork.com/articles/climate-action-levers-key-amid-competing-crises/>

⁵ <https://cmrao.ca/consumer-protection/inspections-program>



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Generative AI poised to realign CRE status quo

Energy management still a favored smart building option

Artificial intelligence (AI) is projected to deliver further operational savings in buildings through the ability to make real-time micro-adjustments to energy and water usage. However, emerging generative AI applications could shake up the status quo even more within commercial real estate's property administration, brokerage and investment management services.

That could come with the ability to glean, scan and interpret troves of data, and integrate it into management software systems, ESG tracking, risk assessment and a range of other formulations, calculations and models at a fraction of the time and labor expenditure currently required. Panelists participating in a recent online discussion sponsored by the Open Standards Consortium for Real Estate (OSCRE) International tallied these opportunities to work faster, comprehend more, improve accuracy and liberate humans from tedium, along with some of the limitations and uncertainties at this still early stage of application development and industry adoption.

"It's offering the ability to analyze and ingest and work with the amount of data that we create today, which currently is estimated at something like 300 million terabytes of data every day," observed Ian Niblock, director of development with MRI Software and a member of OSCRE's board of directors.

"There's also an ability to interact with your data by asking questions.

That's proving very popular and very beneficial because you don't need to have an underlying knowledge of the data structures. You can literally do something like ask a question and get the answer that you're seeking."

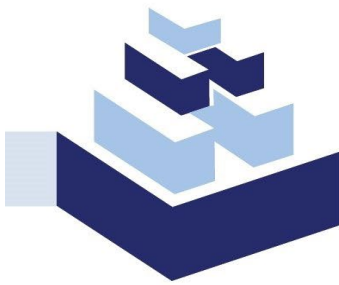
Generative AI opens up these possibilities through its capacity to evolve or learn once it has been trained, enabling it to produce new outputs such as text, code, video, audio or mathematically generated synthetic data or to make predictions. This differs from traditional AI, which follows programmed directions to perform specific tasks. Applications considered promising for real estate harness generative AI's so-called computer vision or ability to see and interpret like a human and its language processing skills, which can grasp the meaning and intent of questions posed to it.

Taming broad and unstructured data

Michael Thompson, the global lead with JLL Technologies' data advisory division and another OSCRE board member, cited three broad functions that could deliver efficiencies and more informed insights for decision-making. This includes the ability to quickly scan and extract meaning from the vast amount of "broad" data already stored in the industry's databases, and the ability to find and pull relevant information from "unstructured" data contained in documents such as leases, contracts and other types of text and visual images. As well, generative AI can read and seamlessly translate a multiplicity of global languages.

"It's notoriously difficult to collect real estate data. There are so many different providers, so many different standards. We have a lot of quantitative data that has to do with performance. We have a lot of qualitative data that has to do with leases. We have brokerage assessments that are deep in text," Thompson enumerated. "We have raw data across financial, engineering and operating topics. We can bring all that together, faster than what we've been doing before, and start to rely more on AI to interpret, make connections, discover things." ⁶

⁶ <https://www.reminetwork.com/articles/generative-ai-poised-to-realign-cre-status-quo/>



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HOW SMART IS YOUR SMART BUILDING TECHNOLOGY?

In an environment where climate change and environmental impact is top of mind, it is no longer sufficient to simply manage or build a building. In today's constantly changing market, a smart building must take into account different needs than simply housing a business, warehouse or large corporation. A Smart Building is a building that uses Internet of Things (IoT) devices to enable efficient and economical use of equipment and resources while providing a safe, comfortable environment to staff, occupants, suppliers and visitors. Smart buildings use a wide range of existing technologies and are designed or retrofitted to allow for the integration of future technological developments and ever-changing tenant requirements.

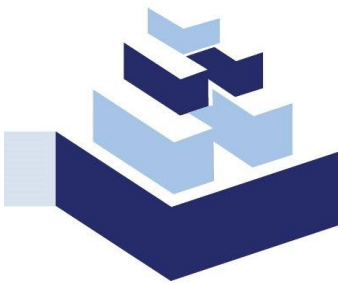
Public Services and Procurement Canada says that it tracks Smart Buildings technology in 103 buildings across Canada. It has resulted in energy cost savings of \$3.1 million as of 2021 and an average annual energy savings of 10% per site. That's just one government program.

According to US-based energy analytics company, Hark, the number of Smart Buildings worldwide is projected to climb from 45 million this year to 115 million in 2026, an increase of more than 150%, as demand grows for secure, energy-efficient developments. About 90% of Smart Building spending will go to non-residential properties in 2026.

This is big-picture thinking. Companies like Cisco Canada are doing just that. "CDA (Country Digital Acceleration) exists for one purpose: To turn big thinking into real change, accelerating innovation and making digital transformation achievable on a national scale," says William MacGowan, Smart Building Lead with Cisco Canada. "Within Public and Private sectors, we are accelerating big ideas and unlocking the true potential of digitization. CDA funds are used to demonstrate the transformative potential of technology in a Proof-of-concept environment."⁷



⁷ <https://www.reminetwork.com/beic/how-smart-is-your-smart-building-technology/>



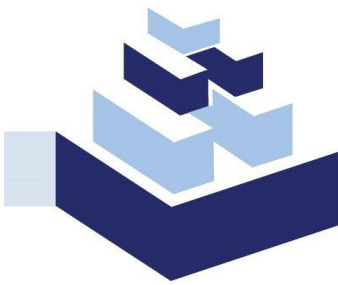
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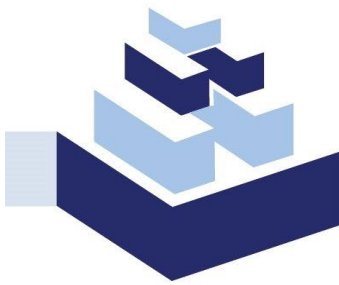


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WE ARE EXCITED TO ANNOUNCE!

Our head office will be moving into a brand-new place with over 6,000 sq ft of space.

We want to thank our amazing clients and our amazing team here at Nadlan for making all this possible.

We're Moving



**21 BRADWICK DRIVE UNIT 2
VAUGHAN, ON**

**Wishing you a joyous
Holiday Season
and best wishes
for the New Year!**

