



The Relationship between Boards & Condominium Managers

Serving on a Condominium Board is a very important (and often a thankless) endeavor. Although Boards and Condominium Managers work closely together to run the condominium, there is often confusion over whether the Board or the Manager have the final say. The Board of Directors are volunteers that are the governing body of the condominium, and the Condominium Managers are hired by the current Board of Directors to effectively action the Board's decisions and handle the day-to-day operations.

It is important to understand that approvals and decisions are made by the collective Board and not any individual Director. Condominium Managers provide expertise and consultation to the Boards but do not have the authorization to action condominium business without Board oversight and approval.

Board Members must:

- Act honestly and in good faith
- Exercise care, diligence, and skill that a reasonable person would exercise in similar circumstances
- Avoid conflicts of interest by disclosing any conflict to the Board and excusing themselves from voting on such matters
- Abide by the law, including the Condominium Property Act of Alberta, the Condominium Property Regulations, and the Corporation Bylaws, and
- Must act fairly and consider the interests of others

What are some of the things a Condominium Manager can do?

1. Financials

- a. Prepare Budgets
- b. Obtain Insurance quotes
- c. Manage and oversee the Reserve Fund
- d. Receive and review invoices, forwarding to the Board for approval, if necessary
- e. Collect monthly condominium fees

2. Bylaw Enforcement & Community Oversight

- a. Complete monthly site inspections and document any violations, maintenance issues, or areas of concern for the Board to review
- b. First point of contact for Resident questions or concerns
- c. Distribute Minutes, AGM Packages, and necessary Notices
- d. Conflict resolution between Residents and Board Members
- e. Provide experienced advice to the Board
- f. Obtain quotes and oversee the maintenance workers on site



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3. *Property Administration & Maintenance*

- a. Maintain Corporation records for a minimum of 7 years
- b. Prepare and provide legal documents for the sale of Units
- c. Ensure elevators and thoroughfares are maintained and kept clear of obstructions and/or dangers
- d. Oversee and action the maintenance of the interior and exterior Common Property

4. *Building Management*

- a. Condominium Managers must follow through with the approvals and decisions of the Board of Directors
- b. Ensure all duties outlined in the contract are completed
- c. Stay in regular contact with the Board of Directors and set Meetings as required
- d. Organize the Annual General Meeting and book venues as required

What are some of the things a Condominium Manager CAN'T do?

1. *Provide Legal Advice*

- a. Condominium Managers are licensed experts in their field but are not lawyers
- b. The industry licensing prohibits Managers from offering any legal advice to the Corporation
- c. Condominium Managers are also prohibited from writing new Bylaws for the Corporation

2. *Make Corporation Decisions*

- a. Condominium Managers action Corporation business but they do not make any decisions for the Corporation. All items are voted on and authorized by the Board of Directors

3. *Proxies*

- a. Condominium Managers may not be proxies for Owners that are not able to attend Annual General Meetings
- b. Condominium Managers cannot solicit proxies for the Corporation

4. *Increase the Budget and Condominium Fees*

- a. Condominium Managers prepare the initial Budget and circulate it to the Board. The Directors to review the Budget, revise as necessary, and approve it for distribution

In summary, while the Condominium Board of Directors sets Policies, makes major decisions, and oversees the management of the association, the condominium Manager implements those decisions, handles day-to-day operations, and ensures the community runs smoothly. Whether a Resident is an Owner or a Tenant, of if an Owner plans to join the Board of Directors or not, understanding the relationship between Boards and Managers and maintaining respectful communication is crucial to harmonious and comfortable condominium living.

For more information on how to effectively run your Condominium Corporation, please contact our office at 403 239 6390.