

What is the role of the Condominium Property Manager?

What is the role of the Condominium Property Manager?

This is a very good question. A Condominium Property Manager wears so many hats in their role, that sometimes the official job description can become blurred. No two days are the same in the Management Office. Condominium Property Managers will tell you the role is rewarding, but can - on the very rare occasion - feel thankless. Some Board Directors will relate to this sentiment, as their volunteer role for their community can occasionally feel thankless as well.

We will come back to the many hats the Condominium Property Manager wears, but in general a Condominium Property Manager has two main responsibilities:

1. They manage the daily operation of the Corporation; carrying out the policies set by the Condominium Act, and the Board of Directors.
2. Managers work closely with the Board as an advisor, and they will carry out the direction given to them by the Board of Directors.

The relationship between the Condominium Manager and the Board:

Managers are not Board Members, but they should be included as part of that very important team. Building a trust and mutual respect between the Directors and the Manager can go a long way toward having and maintaining a well-run Corporation and a happy community. Trust goes both ways in the relationship between the Manager and the Directors. Both rely on the other to act in good faith for the greater good of the Corporation and Community. This is always the ultimate goal.

Some Owners, mistakenly, believe the Management Company is the overall owner of their property. This likely stems from the fact that the Manager or Management team are the ones collecting common element fees, and sending out correction notices. It is important that all owners know that they are in fact

the collective owners, and the Manager/Management team are there to facilitate a harmonious community, maintain a safe and clean building, and oversee fiduciary processes.

Managers will bring knowledge, experience, suggestions, ideas and opinions to the Board of Directors. The Manager will collect and bring the Board pricing, proposals, recommendations, and more. However, ultimately, the Board should always be making the final decisions. Managers and Directors should be willing to listen to the thoughts and ideas from all parties. Constructive conversations should happen in Board Meetings, and everyone's voice should be heard. Then, the Board can make informed decisions, and the Manager can confidently move forward to facilitate those decisions.

What is your Manager's role outside of the monthly Board Meetings?

Managers are there on the front line to handle the daily concerns of owners and residents, staff and contractors via in-person office visits, telephone calls, and email. This can take up a considerable amount of a manager's time, and sometimes be the most challenging part of the job. However, there are so many other tasks that managers oversee:

- collecting common expense fees
- maintaining records for the condo corporation
- sending out notices on prescribed forms (PIC/ICU/NOIC)
- ensuring maintenance and repair of the property
- hiring and monitoring service companies, and overseeing staff and contractors
- facilitating payroll functions
- invoice/Work Order review and processing
- preparing draft annual budgets and overseeing the reserve fund
- implementing an emergency management plan and responding to emergencies
- issuing meeting notices and reporting on the business of the corporation
- organizing board meetings and owners' meetings
- monitoring the corporation's insurance/claims history/etc.
- reviewing financial reports with the Board, and arranging for audits
- advising the Board on compliance with the Condo Act.
- advising the Board on their financial responsibilities (e.g., contributions to the reserve fund, long-term reserve fund planning)



What is the role of the Condominium Property Manager?

Condominium Managers oversee all of the above (and more), and will still take the time to get to know the residents living in the communities they oversee. They will often learn the names of your children, and even your pets. They will check on residents during power outages, or if they just haven't seen someone in a few days. They will stay or return to site during emergency circumstances, even if it's the weekend or afterhours. They care when a member of their community is feeling unwell. They will listen when someone is having a bad day, and will often go above and beyond to assist the members of the community. So, yes, your Condominium Property Manager wears many hats, and proudly does so, all while taking care of your property and community each day.



For more info please contact us:

242 Applewood Crescent | Unit #5 | Concord | Ontario | L4K 4E5 | 905.669.0222
gpmmanagement.com | info@gpmmanagement.com

