

2020 Satisfaction Survey Report

“I think the CMRAO needs to focus on consumer education. People buying condos do not know what they are buying into. Education needs to start there too.”

– Licensee survey respondent

“If the CMRAO is responsible for the regulation of condominium managers, it would be useful for them to provide a document outlining general expectations. The ethics are helpful but overly broad.”

– Licensee survey respondent



Condominium Management
Regulatory Authority of Ontario

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Message from the Chair of the Board

Clients are the backbone of every business, so the opinions they have of a company and its services are important and must be taken into consideration. Although the CMRAO licenses condominium managers, condominium owners and many others also have a stake in the work we do. The entire condominium sector then, is our “client,” and we value the opinions of all our stakeholders when reflecting on our impact and our understanding of the extent to which the CMRAO is achieving its mission.



Last year, the CMRAO conducted its first satisfaction survey, and the results were extremely positive, indicating that Ontario’s condominium sector was satisfied with the CMRAO and its level of service. This year, we received an overwhelming response to our second satisfaction survey. More than 1,000 people took the time to complete the survey and provide feedback on our licensing program, customer service, communications, and engagement.

I cannot overstate this: The CMRAO values your feedback; it informs the work we do and validates the strides we make as an organization to continually enhance and refine our service delivery model.

Although the feedback indicates that the sector is very satisfied with the CMRAO’s services, an analysis of the responses also reveals that there is still a lack of clarity around the role of the CMRAO as a regulator and about our mandate to protect condominium communities across the province. Additionally, the feedback shows that even greater transparency around the complaints process is required.

On behalf of the CMRAO Board of Directors, I would like to thank all the licensed condominium managers, owners, residents, and other stakeholders from across the province who participated in this survey. In short, we are listening. Over the next year, you will see refinements to our services and communications activities that will better serve you, build trust in condominium management services, and protect condominium communities in Ontario.

Aubrey LeBlanc

Chair of the Board

“I have been in the Condominium Industry for 30 years. I have always been a strong believer that licensing was a long-overdue requirement for the sector. I would hope that the CMRAO does not lower the standards of entry into the business and that as we move forward Licensed Managers become the respected professionals that they should be.”

– Licensee survey respondent

About the CMRAO


Designated pursuant to the *Condominium Management Services Act, 2015* (CMSA), the CMRAO is the regulatory body that protects consumers by setting standards and enforcing mandatory licensing of condominium managers and condominium management provider businesses.

The CMRAO began operations on November 1, 2017, and ensures that condominium managers and management provider businesses are licensed, meet education and experience requirements, and comply with a Code of Ethics.

About the Surveys

As outlined in section 8(6) of the Administrative Agreement, the CMRAO is required to conduct a client-satisfaction survey of all or a sampling of its clients, stakeholders, and licensees at least once every two years beginning no later than one year after designation. Although surveying the condo management sector is a requirement, it is also a good practice and helps the CMRAO determine levels of satisfaction and is an important aspect of the CMRAO's role as a modern regulator. Understanding the experiences of our key stakeholders can help us refine and enhance our services and inform our decision making. It also fosters engagement, encourages interaction, and helps us gauge sentiment on the CMRAO's ability to achieve its mandate.

The survey completed by licensed condo managers (Licensee Survey), was distributed via email to approximately 3,100 CMRAO licensees. A second survey was created for condo owners/residents, condo directors, condo lawyers, and industry associations, and it was distributed by the Canadian Condominium Institute (CCI) to all Ontario chapters across the province (approximately 3,950 members) by email.



"I think Board Members and condominium owners should be made more aware of what the CMRAO is doing to improve the property management industry for their protection and that there is a cost to this improvement. The ones I have had dealings with seem to think it's bad business as usual."

– Licensee survey respondent

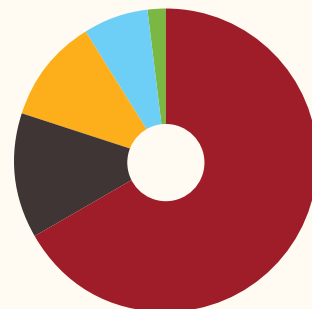
"The majority of residents don't know who the CMRAO is. Therefore, in your literature, your info campaign must grab interest and prove why, as condo owners, we SHOULD be interested in what you do!"

– Stakeholder survey respondent

About the Licensee Survey Respondents

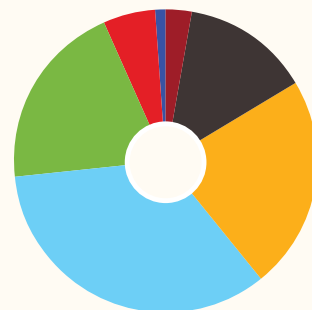
Regions

Toronto/GTA (including North York, Etobicoke, Scarborough)	67%
West (including London, Kitchener, Guelph, Port Dover, Windsor, and surrounding areas)	13%
Central (including Hamilton, Barrie, Brampton, Orillia, Port Colborne, Collingwood, and surrounding areas)	11%
East (including Ottawa, Peterborough, Lindsay, Wendover, and surrounding areas)	7%
North (including Sudbury, Sault Ste. Marie, Thunder Bay, North Bay, and surrounding areas)	2%



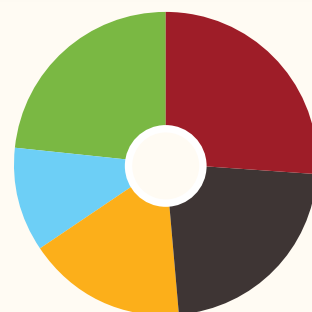
Age group

18–29	3%
30–39	14%
40–49	23%
50–59	34%
60–69	20%
70 and over	5%
I prefer not to say	1%



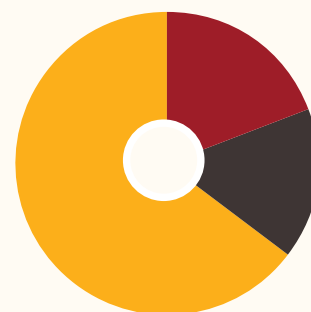
Level of condo management experience

0–5	26%
6–10	23%
11–15	17%
16–20	11%
Over 21 years	23%



Class of licence issued by the CMRAO

Limited Licence	19%
Transitional General Licence	16%
General Licence	65%



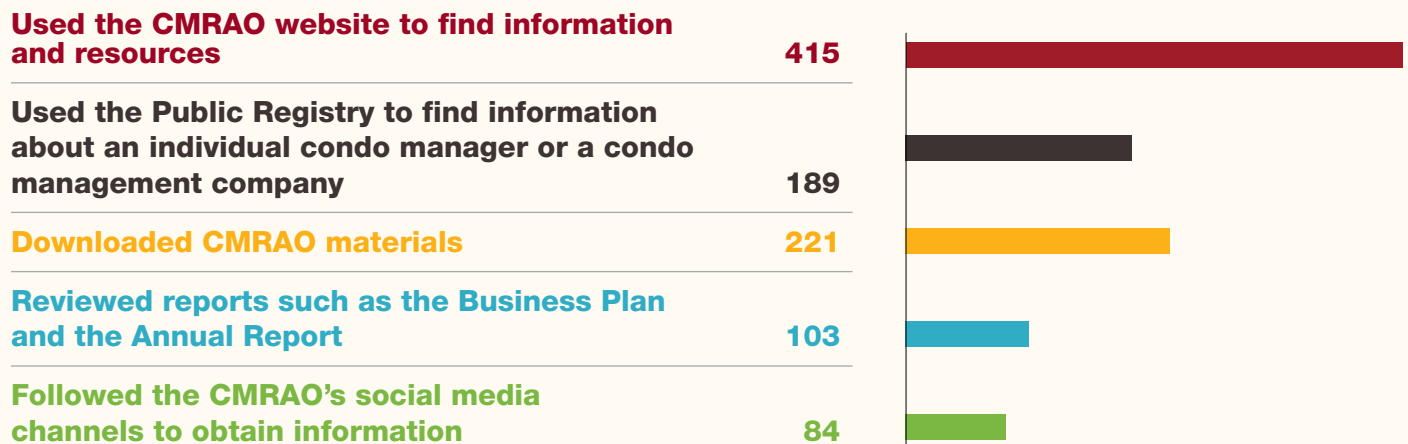
What We Learned from the Licensees' Survey

The survey for licensees included three to five questions in each of the following categories: demographics, customer service, licensing process, communications, and delivery of the organization's mandate. There were also options for comments and additional feedback. The survey was completed by 528 people, and the response rate was 17%.

Key Findings

Licensees indicated that they were generally satisfied with the quality, accuracy, and reliability of the information they received from the CMRAO. The majority responded favourably to questions measuring the level of service they received to their phone or email inquiries, and felt their issues had been resolved by members of CMRAO's Licensing Team.

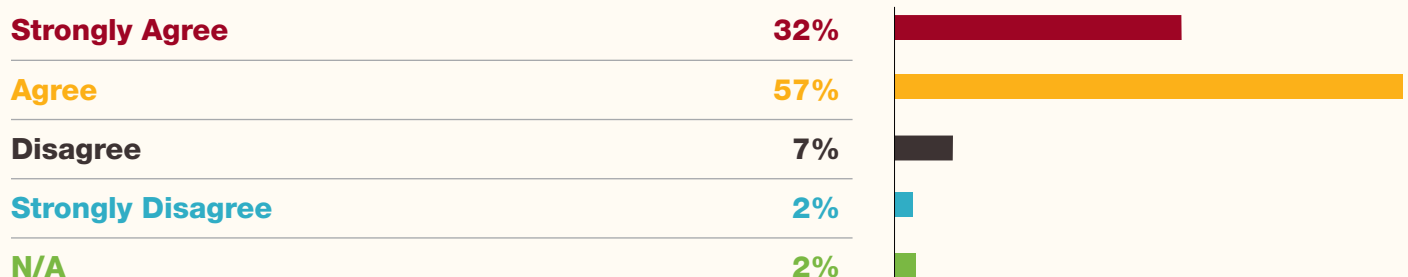
The majority of respondents trusted the information they received from the CMRAO. Between 2019 and 2020, survey respondents accessed information from the CMRAO in a number of different ways:



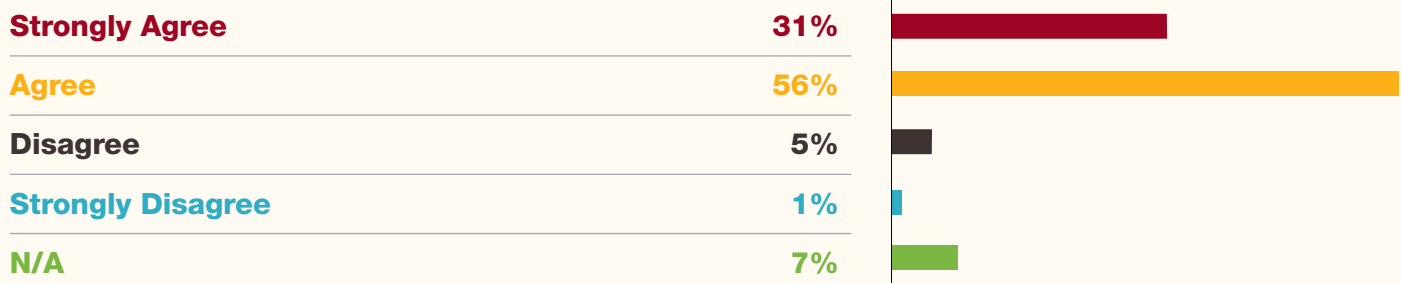
Satisfaction with Application Processing Time

In 2019, the CMRAO received 779 new licence applications and managed the renewal of existing licences as well. The survey results indicate overall satisfaction with CMRAO's application processing time. The majority of respondents thought the online licence application and renewal processes were straightforward.

My licence application was processed in a reasonable time.



My renewal application was processed in a reasonable time.



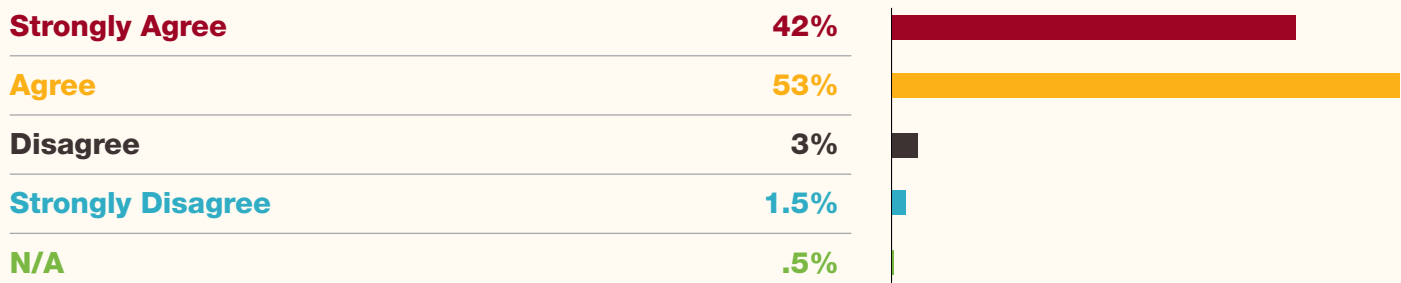
Communications

Although the CMRAO communicates regularly with registrants, a number of comments expressed a desire for more information about our process, more data about the number of licensees at a given time, and more information about the complaints process.

General Awareness

We also measured awareness of CMRAO's mandate and whether condo managers understood the requirements to become licensed by the CMRAO:

I understand the requirements to become a licensed condo manager.



Ninety-six per cent of survey respondents knew the CMRAO accepted complaints against licensees, which is identical to the results of last year's survey.

I understand the CMRAO communications I receive (e.g., renewal reminders, updates about licensing processes, e-blasts, etc.).

– Licensee survey respondent

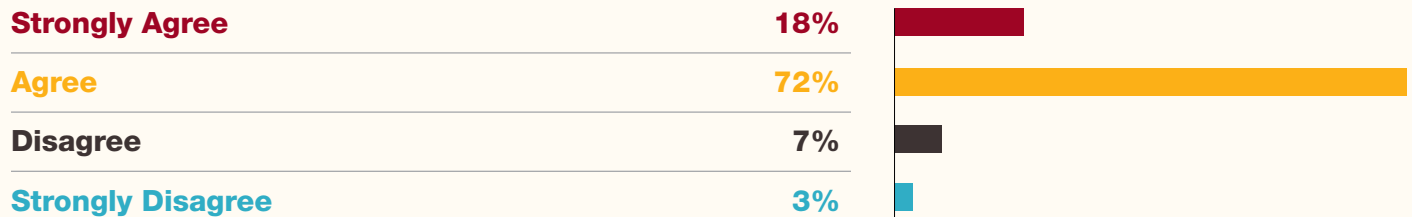
Make 100% certain that those who did not take the ACMO courses and do not write the challenge exams are no longer allowed to practise. It belittles the hard work the rest of us put in. I hope the rules on this are strictly enforced.

– Licensee survey respondent

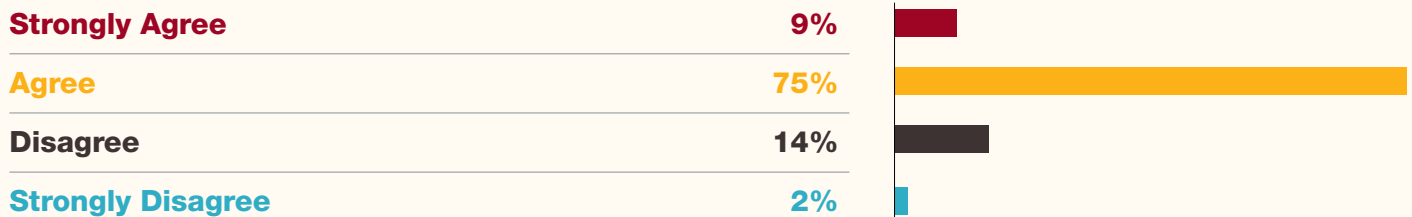
Impact and Value for the Profession

Licensees responded favourably to customer-service questions, as well as questions about the quality of information and resources available to them. An area where there has been a clear improvement (based on 2019 survey results) has to do with licensees' perception of the CMRAO. More specifically, what licensees perceive as the value the CMRAO brings to the table.

The CMRAO promotes professional standards, ethics, and best practices.



I believe the CMRAO is meeting its mandate.



This year's survey results reveal that licensees believe the CMRAO is meeting its mandate in stronger numbers than they did last year (84% in 2020, as opposed to 72% in 2019).

The CMRAO is committed to providing valuable information and useful resources to help condo managers understand and meet their legal and professional obligations. Licensees provided us with honest feedback that will inform the CMRAO's service delivery and communications outreach over the rest of the year.

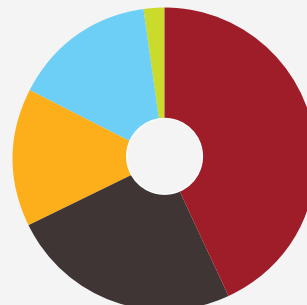
The management of condos is a very undervalued profession, and we do it all—we are like the buffet table. It's up to the condo manager to make it all happen. With a new complaint process for the group of people who do nothing but complain, it just adds another layer of non-recoupable time and money. I just see it getting harder and harder for us to do our job with so many things we now have to worry about.

– Licensee survey respondent

About the Stakeholder Survey Respondents

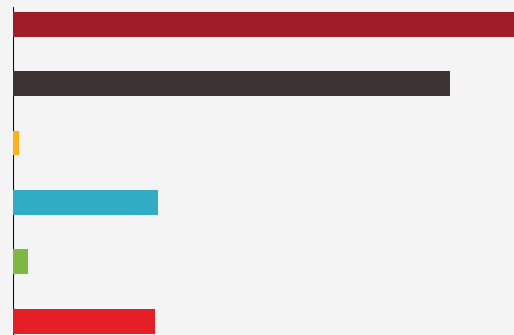
Regions

Toronto/GTA (including North York, Etobicoke, Scarborough)	43%
West (including London, Kitchener, Guelph, Port Dover, Windsor, and surrounding areas)	25%
Central (including Hamilton, Barrie, Brampton, Orillia, Port Colborne, Collingwood, and surrounding areas)	15%
East (including Ottawa, Peterborough, Lindsay, Wendover, and surrounding areas)	15%
North (including Sudbury, Sault Ste. Marie, Thunder Bay, North Bay, and surrounding areas)	2%



Role in condo sector

Condo unit owner	359
Condo board director	308
Tenant in a condo unit	4
Member of an industry association	102
Condo lawyer	10
Other	100



The CMRAO should develop new condo owner guides (in all of the most popular languages), which could be given to condo purchasers along with status certificates, etc. that point purchasers to the CMRAO's resources (and tells purchasers that the CMRAO exists as many still do not know!).

– Licensee survey respondent

The CMRAO should gear educational and public relations materials to small condo corporations, specifically to explain why the new infrastructure and cost of the CMRAO is a benefit to consumers outside of Toronto.

– Licensee survey respondent

What We Learned from the Stakeholders' Survey

The survey for stakeholders asked from three to five questions covering the following areas: demographics, awareness of the CMRAO, and communications/resources. There were also several open-ended questions where respondents could add their own comments. The survey was completed by 565 people and the response rate was 14%.

Key Findings

Responses indicate strong knowledge that:

- complaints can be filed with the CMRAO against our licensees (86%)
- condo managers are required to be licensed by the CMRAO in order to provide condo management services (97%)

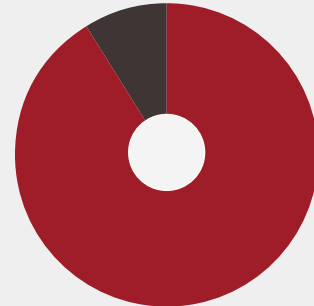
Responses also indicate that the majority of stakeholders surveyed have awareness of CMRAO's public registry (71%), though only 29% of respondents had used the public registry.

Public awareness

Most stakeholders who responded to the survey were aware of the CMRAO and offered feedback about what the CMRAO could do to further increase our awareness.

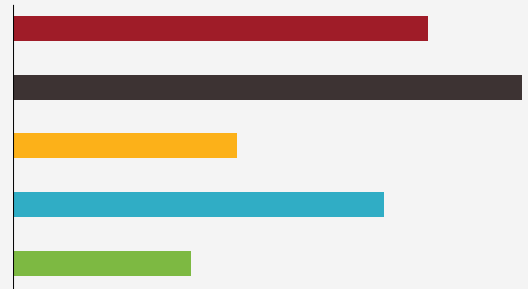
Prior to this survey, were you aware of the Condominium Management Regulatory Authority of Ontario (CMRAO)?

Yes	91%
No	9%



What can the CMRAO do to increase public awareness of its mandate to provide consumer protection for Ontarians living in condos?

Advertise in print and online media	224
Provide free educational material	275
Hold public consultations	121
Hold information webinars	200
Other	96



Communications

Broadly speaking, stakeholders who had the opportunity to visit the CMRAO website viewed and downloaded content and used the Public Registry to search for licensed condominium managers. Having said that, comments entered in the open-ended questions recommended that the CMRAO develop new additional resources to help the sector better understand the CMRAO's role and mandate.

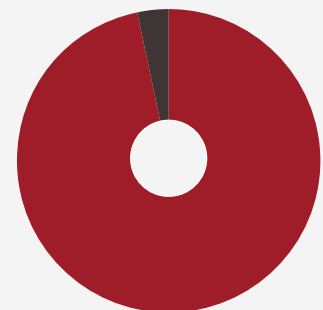


Impact and value

The survey revealed that among stakeholders, there is still some confusion around the role of the CMRAO and the Condominium Authority of Ontario (CAO). There were several comments about director training and having access to forms, neither of which the CMRAO provides. The mandate of the CAO is to improve condominium living by providing services and resources for condo owners, residents, and directors, whereas the mandate of the CMRAO is to protect condominium consumers in Ontario by licensing and providing oversight of condominium managers and management companies.

Did you know that condo managers are required to be licensed by the CMRAO in order to provide condo management services?

Yes	97%
No	3%



Action Plan

The feedback we received from our licensees and stakeholders gave us some clear insight into what the CMRAO is doing well, and where it can make some changes so that information is clearer and easier to access, with the ultimate aim of improving our services to this regulated sector.

The CMRAO is in the process of:

- Developing more resources (for licensees and condo owners/residents) to help the sector better understand the roles and responsibilities of licensed condominium managers
- Working with the CMRAO Advisory Committee on a plan to expand outreach to stakeholders
- Developing new resources that focus on the complaints process and how complaints are dealt with at the CMRAO
- Sharing more data about the complaints we receive against licensees, including case studies about the kinds of complaints we receive each quarter
- Increasing the number of educational webinars the CMRAO hosts, and bringing in professionals from the sector to share information and provide advice
- Simplifying the content on the CMRAO website so it is easier for new entrants to understand the licensing process
- Gathering feedback from licensees related to licensing and education



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