



We will be with you shortly...

Ask the CMRAO Webinar

Friday, October 15 | 11:00 a.m. – 12:00 noon



Webinar: Ask the CMRAO

Questions from the sector



Speakers

Ali Arlani (CEO and Registrar)

Sandy Vizely (Deputy Registrar)



Ali Arlani



Sandy Vizely

Today's Agenda

1. Education

2. Complaints

3. General

4. Additional Questions

Housekeeping



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Webinar recording

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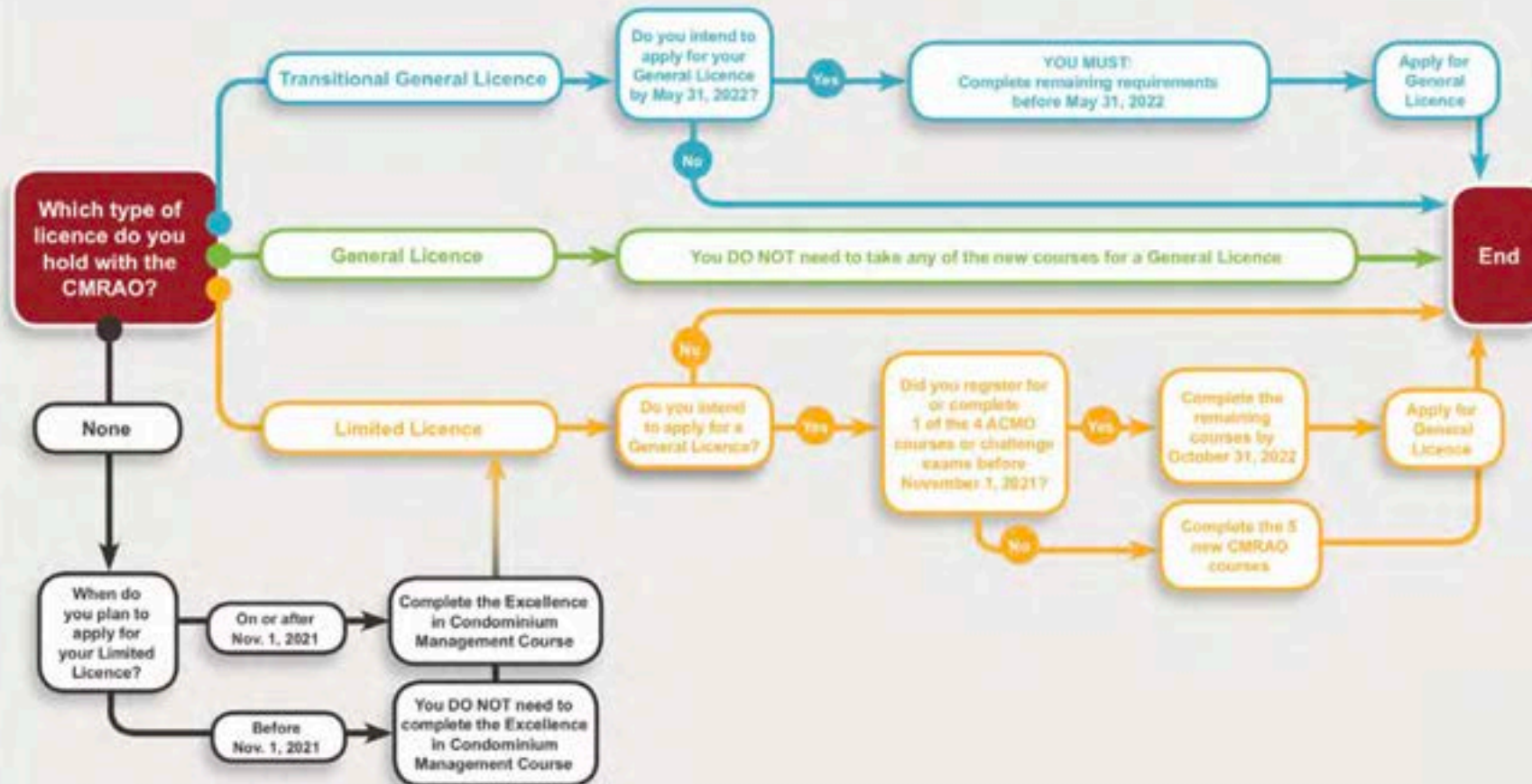


Condominium Management Authority of Ontario

Education



Education Pathway for Current and Future Licensees



If you have completed 2 of the 4 courses, will you be required to take the full 6 or will you be allowed to finish the 4?

As long as all four courses are completed by **October 31, 2022**, you will not be required to take any of the new courses.



With all the necessary courses completed and with a Limited Licence, can I apply for the General Licence?

In addition to holding a Limited Licence and completing all the necessary courses, to obtain a General Licence you also must have a minimum of 2,920 hours of experience.



If I am not finished my final course by July 2022,
will I need to drop down to a Limited Licence after
25 years in the business?

Regulation states that Transitional General Licences cannot be renewed after **May 31, 2022**. This date is a one-year extension provided earlier this year to accommodate those who did not meet the original deadline.

Transitional General Licensees who do not meet this extended deadline, but want to continue providing condo management services, will need to apply for a Limited Licence after **May 31, 2022**.

Will Transitional General Licensees that move to Limited Licences be required to take the mandatory course if they apply after June 2022?

Yes, as of November 1, 2021, all applicants of a Limited Licence are required to take the new **Excellence in Condominium Management** course.



Will there be any requirement for continuing professional development or continuing education courses in the future?

Yes. Continuing education requirements for General Licensees will be announced annually. The CMRAO has not yet determined the continuing education requirements. Additional information should be available in early 2022.

Will continuing education requirements be included in our annual fee or will they be an additional charge?

Continuing education requirements are not related to annual licensing fees. The CMRAO has not yet determined the continuing education requirements, but these will be published on the CMRAO website at the beginning of the year.



What will happen to condominium management companies that currently provide in-house instruction? Will this be abandoned after November 2021?

No. Under the new education program, licensed condominium management provider businesses approved by the CMRAO can, under agreement with Humber College, deliver the courses in-house. All licence applicants will be required to complete the regulatory examinations regardless of where the course was delivered.

Compared to the current program, the new education program is significantly more in terms of dedicated hours and, presumably, price. Are you concerned this will act as a barrier to entry to the profession?

The current education program consists of **four courses** that require on average 186 hours to complete. These courses have fees for each course, plus additional fees for course materials.

The new program's **five courses** provided by Humber College requires on average 187 hours to complete. The fees for each course have not yet been confirmed, but they will include the cost of course materials.



Will the courses related to building operations only reflect high-rise buildings, or will they reflect row townhouses as well?

The course blueprints, which are available on the CMRAO website, specify the different types of condominiums that will be covered. These blueprints provide details about how the courses will be designed and delivered, and what specific topics will be covered. These were developed with industry professionals across Ontario and are meant to reflect all the regions and condo types within the province.

Is the CMRAO paying for the development of these courses from our licensing fees?

No. The CMRAO has not used any of the funds from the proceeds of licensing fees for this purpose.

The first new course, **Excellence in Condominium Management** is for Limited Licences. The cost of this course will be **paid for by the Limited Licence applicants**. The remaining five new courses are paid for by applicants who are applying for a General Licence through Humber College's system.



Why are you increasing the requirements for a Limited Licence when there are condominium manager shortages?

As the licensing authority, the CMRAO must balance the qualifications of condominium managers and the services they provide with the issue of demand.

It has been determined that for anyone who wants to be a condominium manager there is a standard level of information and expertise that they need to be aware of before they take on the role of Limited Licensee.

Complaints





What is the CMRAO's role in the complaints process?

The CMRAO is the regulatory authority overseeing the province's condominium management sector. Our regulatory framework is designed to protect Ontario consumers.

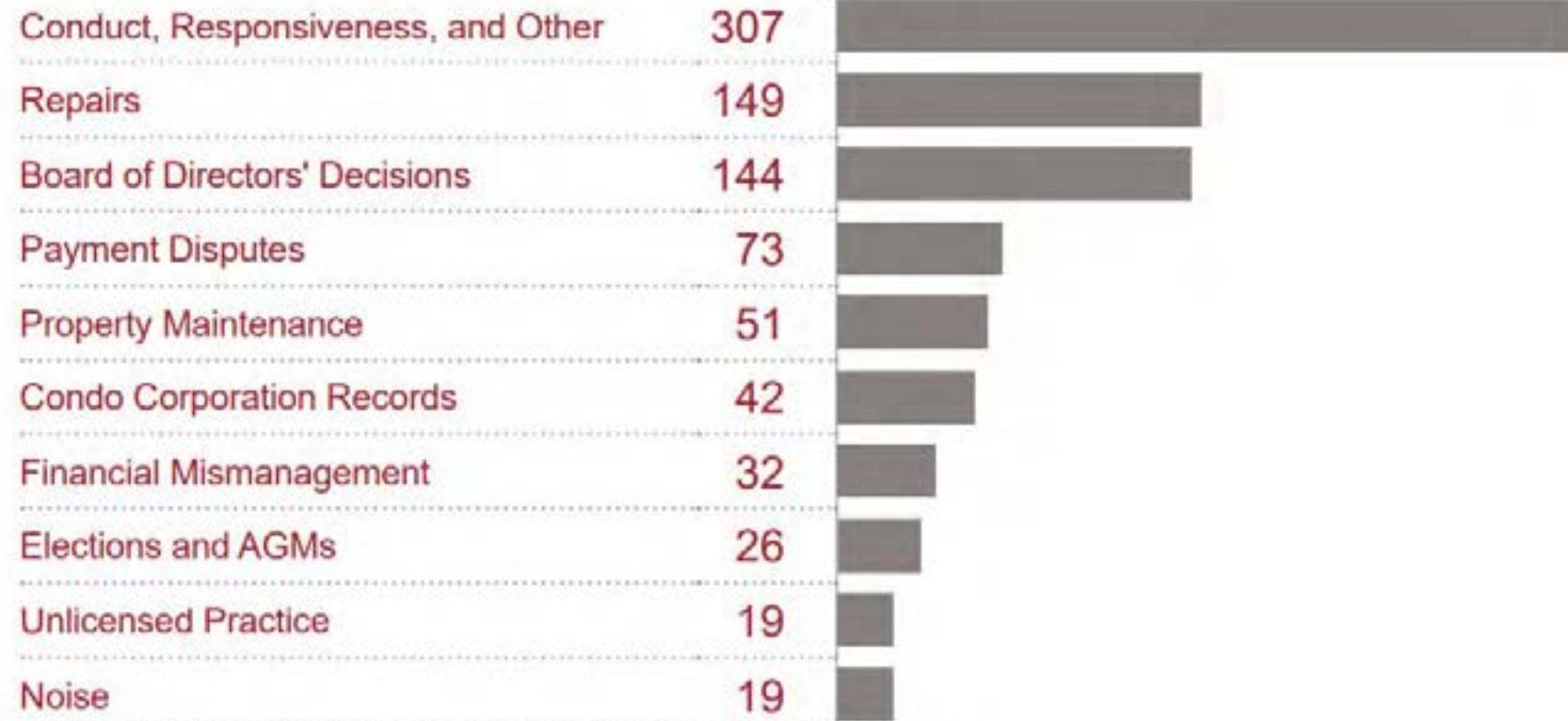
Part of the CMRAO's mandate involves administering a licensing system and ensuring that only qualified people with the appropriate training, level of professionalism, and education hold a licence. Another aspect of our regulatory function involves handling complaints submitted against our licensees. The complaints process is impartial and provides opportunities for all parties to present their position.



Why do you not do anything for most of your complaints? What happens to those?

Each complaint goes through the same standard complaints process. This process includes verifying information, gathering more information and details, opportunities for parties to respond to questions and each other, and then a decision. If, at the end of this process, the complaint is not substantiated or is found to be beyond the jurisdiction of the CMRAO, then different actions may be taken.

The top ten categories of complaints were:



Number of
Inspections: **10**

Number of
Investigations: **11**

Cases referred
to Discipline
Committee: **3**

Discipline
Decisions: **2**

How is the CMRAO improving the complaints process?

As of September 2021, we have implemented a new system that enhances the complaints handling and resolution process. Our goal is to deal with **80% of complaints** within **60 business days**. This time period involves three stages:

1. initial assessment of the complaint
2. information gathering
3. reviewing, and determining the appropriate decision

Can a licensed manager lodge a complaint against another condominium manager?

Yes. All members of the public, including those who are licensed, can submit a formal complaint against another condominium manager or management provider business.



Do I have to wait before I can appeal to the Licence Appeal Tribunal or the Appeals Committee or can I appeal right away?

If, after thoroughly assessing a complaint, the Registrar proposes to suspend or revoke a licence, place new conditions on a licence, or refuse to renew a licence, then the licensee may appeal this proposal to the Licence Appeal Tribunal (LAT) as soon as they want.

If you choose to appeal a decision made by the Discipline Committee to the Appeals Committee, you should do this right away – licensees only have **30 days to appeal** the discipline decision to the Appeals Committee before the decision is published.



I want to know of any updates on a specific complaints case submitted to the CMRAO. How can I know what is happening?

The CMRAO does not discuss active complaints in a public forum. All actions taken against licensees as the result of a complaint are available in the public registry.



How can a management service provider play a role in training licensees to avoid complaints?

Condominium management provider businesses can help their licensed managers avoid complaints by setting a company culture that **values professionalism, ethics, and high standards of service.**

General





What steps should managers take when they have an issue with another condominium manager who does not turnover a condo properly?

The timely transfer of records is essential to professional condominium management. It is also a legal requirement that the CMRAO enforces as part of its mandate to protect. This could also include other corporation assets. Not turning these over **has financial implications** for the client.



What are the CMRAO's future plans to recruit new condo managers in Ontario?

The CMRAO is a regulatory authority mandated to ensure that condominium management professionals in Ontario are licensed, meet education and experience requirements, and comply with a code of ethics. Part of this regulation includes administering a licensing system and ensuring that only qualified people with the appropriate training, and education hold a licence.



Our site administrator does not want to become a condominium manager and does not wish to apply for a licence. Are they allowed to send letters on behalf of the licensed condominium manager to unit owners who are in arrears?

Site administrators can physically write and deliver letters for a licensed condominium manager. However, they cannot sign on behalf of a condominium manager.

Download the CMRAO's guide, **Do I Need a Licence? Interpreting the Definition of "Providing Condo Management Services,"** for more information.



RESOURCES

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info@cmrao.ca



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A photograph of a modern building facade with large windows and brick accents, set against a blue sky with clouds. The building features a mix of grey concrete, red brick, and orange-brown panels.

Thank you for attending!



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