

2022 Satisfaction Survey Report

The CMRAO is definitely an asset for both the condominium management Industry and condominium owners as a whole.

– Licensee survey respondent



Condominium Management
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Contents

Message from the Chair of the Board	3
About the CMRAO	4
About the Surveys	4
About the Licensee Survey Respondents.	5
What We Learned from the Licensees' Survey	6
Key Findings	6
Satisfaction with Application Processing Time	7
Satisfaction with Service	7
Awareness of Regulatory Mandate	8
Communications	8
Impact and Value for the Profession	9
About the Stakeholder Survey Respondents	10
What We Learned from the Stakeholders' Survey	11
Key Findings	11
Public Awareness	11
Communications	12
Impact and value	13
Thanks and Acknowledgements.	14

Message from the Chair of the Board

As the CMRAO's fifth year of operations closes, our mission to strengthen the condominium management profession and protect consumers in Ontario's complex and rapidly expanding condominium sector has remained constant. Valuable feedback from across the sector has helped us meet common and shared goals.

Enhancements to our service delivery and communications can be credited to the direct input we have received from licensees, industry partners, and other stakeholders, which has helped us to understand what is working effectively and to identify areas for improvement. Through this engagement, we continue to gain a better understanding of how we can serve and fulfil our mandate to protect condominium communities throughout the province.

Over 800 licensees and stakeholders completed surveys this year, and the results are incredibly positive. The feedback demonstrates that we are on the right track in providing the high-quality service that the sector has come to expect, with more than 85 per cent of survey respondents reporting that they feel we are achieving our mandate. We are proud to have built an organization that people can rely on, with more than 94 per cent of respondents telling us that they trusted the information we provide.

Having said all this, as a young organization, we value all the critical feedback we receive, and understand that there is still room for improvement. The CMRAO is committed to providing valuable information and useful resources to help condominium managers understand and meet their legal and professional obligations.

On behalf of the CMRAO Board of Directors, I would like to thank everyone who took the time to participate in our surveys and share their perspectives with us. Your input is paramount to our operation as a modern regulator that continues to build trust in condominium management services.

Aubrey LeBlanc

Chair of the Board



About the CMRAO

The CMRAO is designated under the *Condominium Management Services Act, 2015* (CMSA), and began operations on November 1, 2017, to provide stronger consumer protection for Ontarians living and investing in condominiums. Through effective regulation, the CMRAO strengthens the condominium management profession and helps protect consumers in Ontario's complex and rapidly growing condominium sector.

Through effective regulation and compliance activities, the CMRAO ensures that condominium managers and provider businesses are licensed, meet education and experience requirements, and comply with a Code of Ethics.

About the Surveys

Although surveying the condominium management sector is a requirement as outlined in section 8(6) of the Administrative Agreement with the Minister of Public and Business Service Delivery, it is also a good business practice that helps the CMRAO assess levels of satisfaction and prioritize certain activities, both important aspects 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 condominium managers (Licensee Survey) was distributed via email to all CMRAO licensees. A second survey for condominium owners/residents, board directors, condominium lawyers, and industry associations was distributed by email through the Canadian Condominium Institute (CCI) to chapters across Ontario.

Complaints need to be addressed no matter how small. It is not just the egregious matters such as condominium managers stealing that need to be looked into. Conflicts of interest should be looked at through the narrowest lens, as should ethics and acting with integrity. Many large management companies are not there when it comes to ethical behaviour that is above reproach, and yet the CMRAO seems to make excuses for them. The CMRAO needs to start acting on its mandate to protect condo consumers.

– Stakeholder survey respondent

The CMRAO should publish written guides outlining the worth, knowledge, and expertise that condominium managers provide. There should be something to indicate the Declaration, Bylaws, and Rules are what owners agreed to when they purchased their condos. Most believe we make up rules and laws as we go and claim we are out to get them.

– Licensee survey respondent

About the Licensee Survey Respondents

Regions



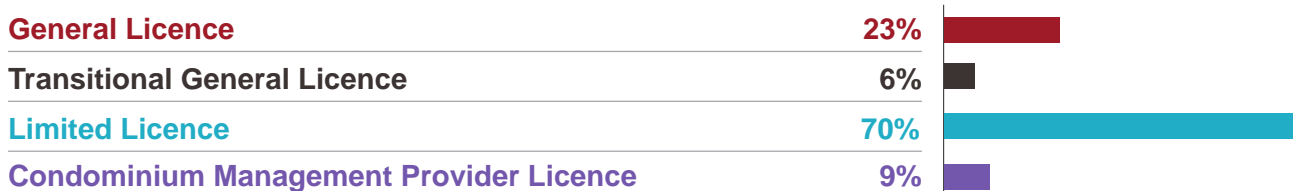
Age group



Level of condo management experience



Class of licence issued by the CMRAO



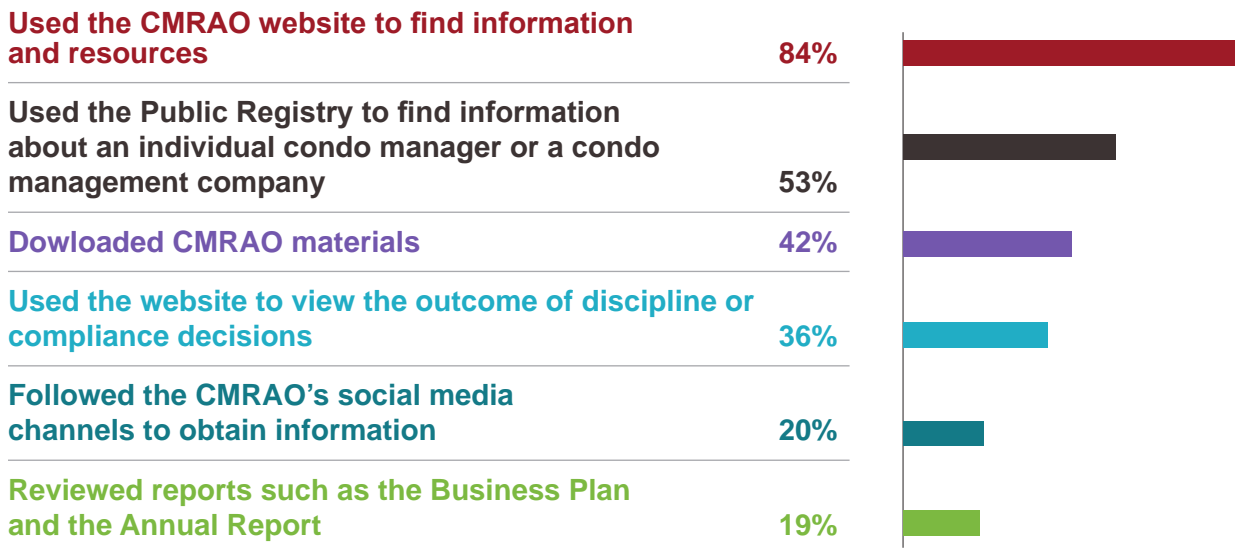
What We Learned from the Licensees' Survey

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 588 people, and the response rate was 15%.

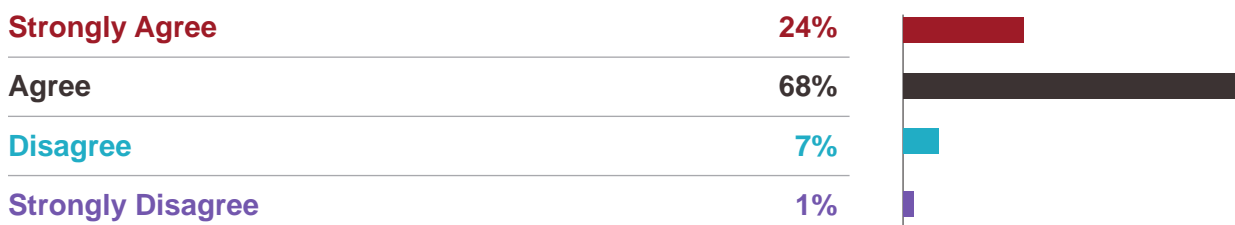
Key Findings

Licensees indicated that they were very 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 and Compliance Team.

Overall, respondents trusted the information they received from the CMRAO, which they accessed in a variety of different ways, but primarily from the CMRAO's website:



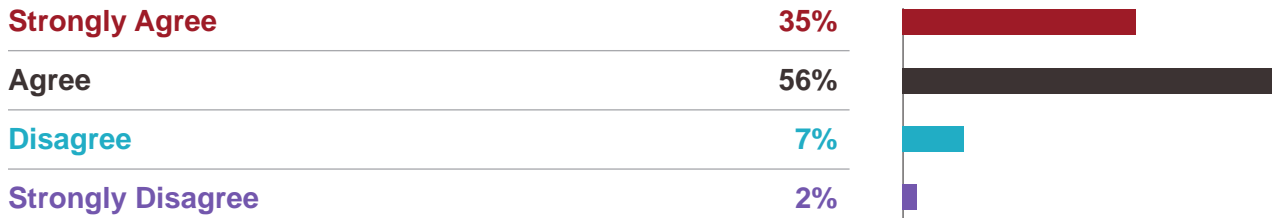
Respondents also indicated that the information they needed was easy to find on the CMRAO's website:



Satisfaction with Application Processing Time

In fiscal year 2021–22, the CMRAO received 1,330 new licence applications and managed the renewal of existing licenses as well. The survey results indicate an overall satisfaction with CMRAO’s application processing time. The majority of respondents thought the online licence application and renewal processes were straightforward.

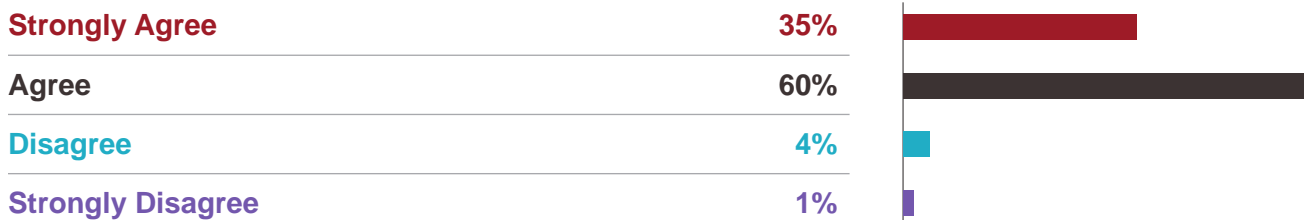
“The online licence application and renewal process were straightforward.”



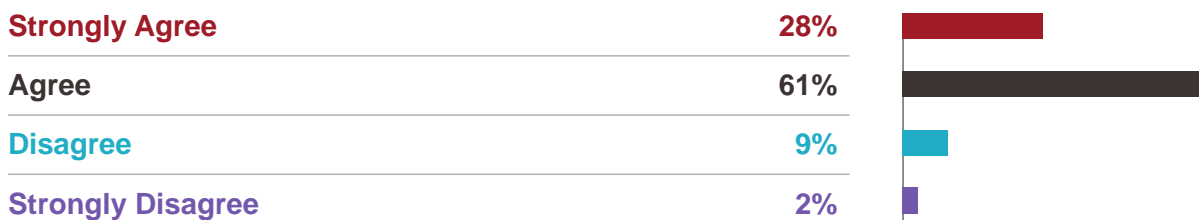
Satisfaction with Service

Licensees responded favourably to customer-service questions, as well as questions about the quality of information and resources provided to them.

“The customer service staff I communicated with was courteous, respectful, and considerate.”



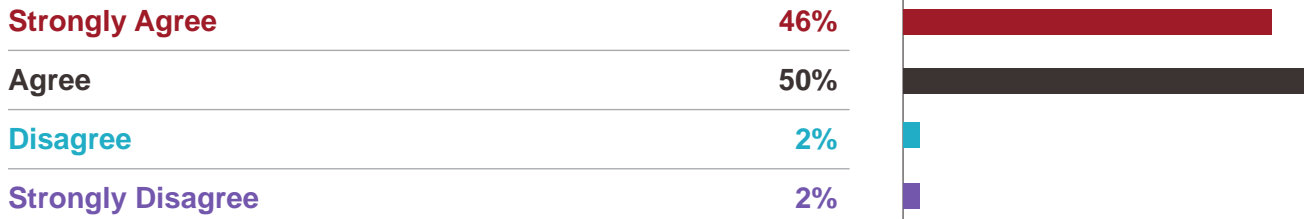
“I am satisfied with the level of service I received from phone or email inquiries.”



Awareness of Regulatory Mandate

The survey also measured awareness of the CMRAO's licensing requirements and complaints process.

“I understand the requirement to become a licensed condominium manager.”



Ninety-six per cent of survey respondents knew the CMRAO accepted complaints against licensees, which is consistent with results of previous surveys.

Communications

Almost all the respondents surveyed (99%) felt they understood the communications (renewal reminders, notices, update, newsletters) they received from the CMRAO. When surveyed about how they would improve communications with licensees, there was an even split – some respondents felt the level and amount of communications was fine, while some wanted more, and others thought there was too much information.

When asked about the kinds of resources that would be helpful for licensees, there were a number of suggestions for quick reference guides, summaries, and DOs and DON'Ts lists.

The CMRAO should provide more best-practices and business legal directives for the industry so that we do not have to obtain this information from a number of different websites. For example, COVID-19 government requirements since this was so confusing as to who is doing what. The CMRAO should be the source we should be able to go to in order to obtain the recommended direction expected by the government.

– Licensee survey respondent

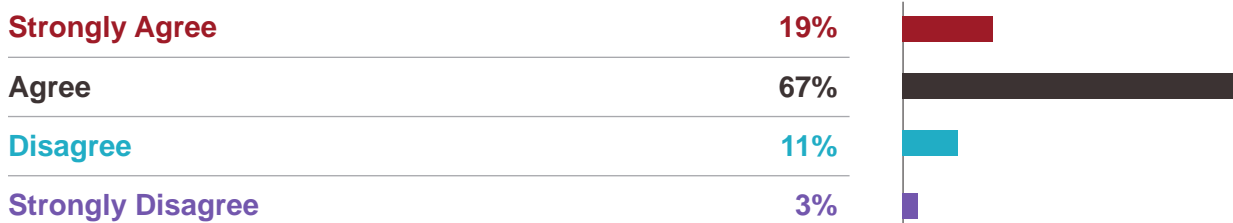
Impact and Value for the Profession

Results of this survey demonstrate that the overall perception of the CMRAO (more specifically, what licensees perceive as the value the CMRAO offers) remains consistent (89%): only slightly lower than in the 2020 survey (90%), but considerably higher than the 2019 survey (68%).

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



“I believe the CMRAO is meeting its mandate.”



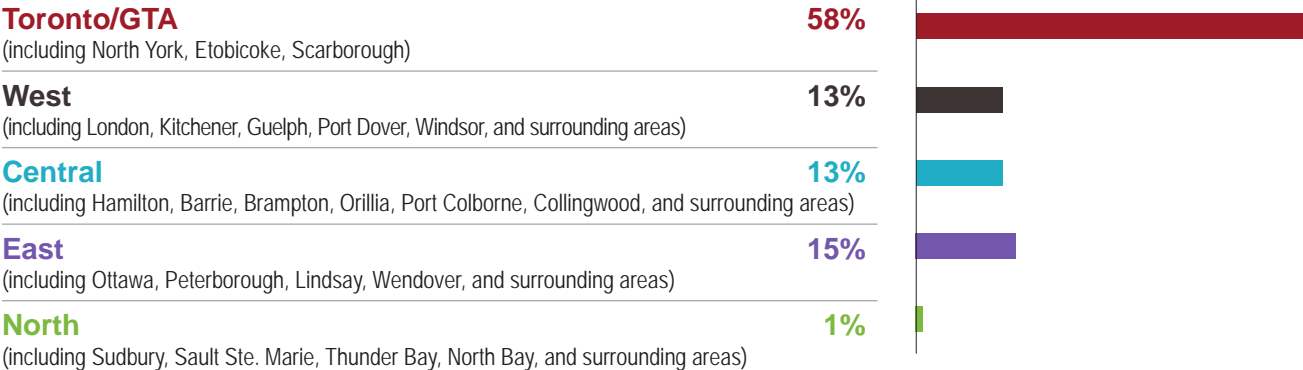
This year’s survey results reveal that licensees once again believe the CMRAO is meeting its mandate (86%), a slight improvement over the results in 2020 (84%), and 2019 (72%).

Condominium managers provide a professional service. The biggest issue is the owners who never read their declaration, bylaws, or rules, and then attack the managers. We have NO protection. Our association is not pro-active. We become involved in time-consuming processes to clear up misunderstandings instead of managing our properties. More administrative work and less time for proper hands-on visits to our properties. We are not office clerks.

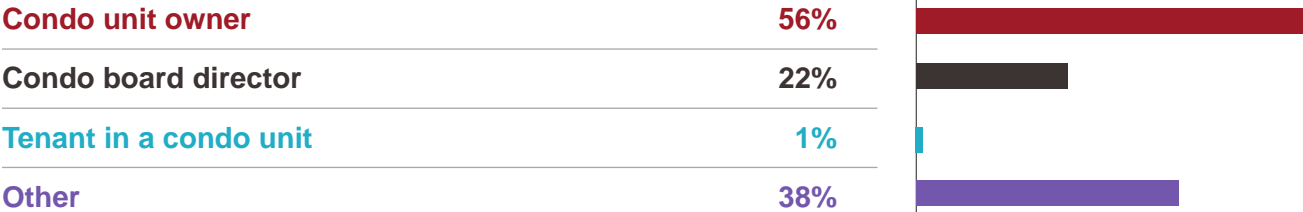
– Licensee survey respondent

About the Stakeholder Survey Respondents

Regions



Role in condo sector



The CMRAO should make the management companies more accountable and responsible for the licensed condominium managers they employ. It is left up to uneducated directors of condo boards to figure out if the licensed manager is not up to the job. This is costly and can lead to litigation against the corporation.

– Stakeholder survey respondent

I can agree that the CMRAO has gone a long way to develop a profession that is knowledgeable and has integrity. I fear there is still a bit of the Wild West out there, given our experiences with licensed condominium managers, and we feel that, as owners, we have had to advocate strongly for ourselves. I hope that further oversight of condominium managers, their companies, and their practices will make this a more owner-friendly climate in which to own a condominium.

– Stakeholder survey respondent

What We Learned from the Stakeholders' Survey

The survey for stakeholders asked from two to three questions covering demographics, awareness of the CMRAO, and communications. There were also open-ended questions where respondents could add their own comments. The survey was completed by 221 people. The majority of respondents (56%) identified as condo owners.

Key Findings

Responses from stakeholders indicate strong:

- General awareness of the CMRAO (97%)
- Understanding that condominium managers are required to be licensed by the CMRAO in order to provide condominium management services (98%)
- Knowledge that complaints can be filed against CMRAO licensees (92%)

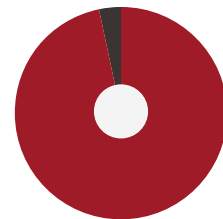
Responses also reveal that the majority of stakeholders surveyed are aware of CMRAO's public registry (81% compared to 71% in the 2020 survey), though only 19% of respondents had used the public registry.

Public Awareness

There was an increase in the number of stakeholders who are aware of the CMRAO (98%), a notable increase from the 2020 survey (81%). Feedback about what the CMRAO could do to further increase our awareness in the condominium sector offered suggestions consistent with responses from previous surveys.

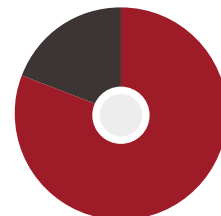
Prior to this survey, were you aware of the Condominium Management Regulatory Authority of Ontario (CMRAO)?

Yes	97%
No	3%

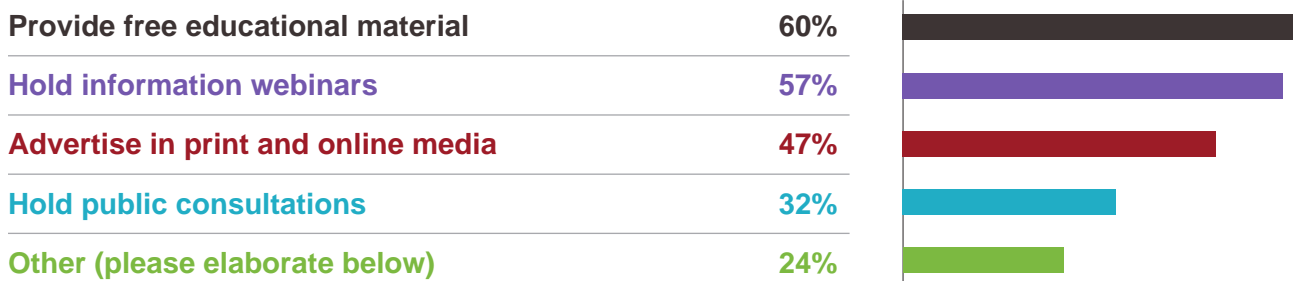


Did you know that the CMRAO has an online public registry where you can check if a condo manager is licensed?

Yes	81%
No	19%



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



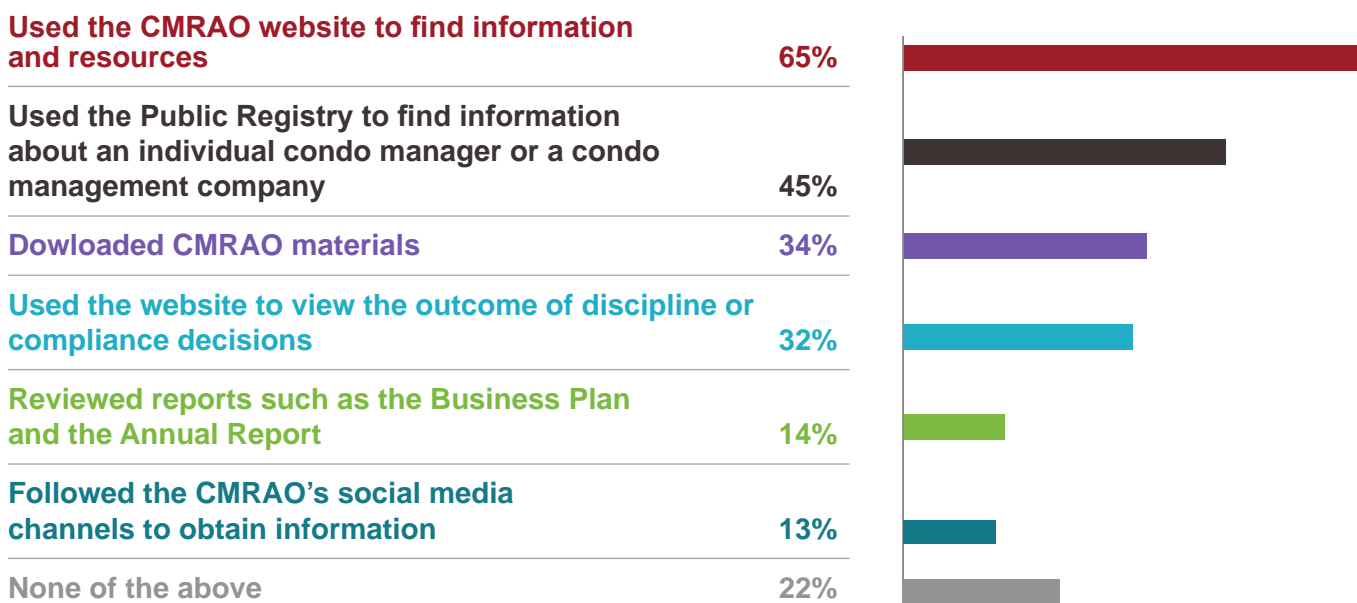
Other:

- Have condo corporations inform owners about the CMRAO
- Ensure that educational material is a part of new build packages
- Have information available through the Status Certificate and at the AGM
- Mandatory information provided to condo buyers with the information certificates provided to new purchasers

Communications

For stakeholders, the CMRAO's website continues to be the most important channel for information (65%) — a significant increase relative to the results from the 2020 survey (40%). Respondents who visited the site also used the Public Registry to search our database of licensed condominium managers, or to view content about outcomes of the CMRAO's discipline and compliance processes, a new feature on the website.

In the past year, I have:

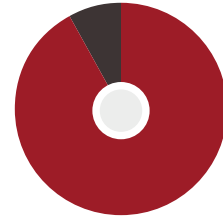


Impact and value

Feedback received from the survey indicates that there is still some confusion and need for greater clarity around the role of the CMRAO, specifically as it relates to the Condominium Authority of Ontario (CAO). That said, most respondents understand the CMRAO’s key functions, including the handling of complaints and licensing as demonstrated by numbers that are very consistent with the results of the 2020 survey.

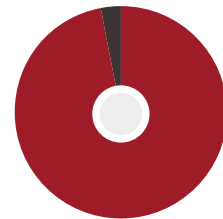
Are you aware that you can file a complaint with the CMRAO about a licensee?

Yes	92%
No	8%



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

Yes	98%
No	2%



The consumer interest should be paramount, and when an owner brings a complaint forward about the condominium manager/company not working in the consumer interest (such as facilitating and at times counselling the board’s breaking laws), the CMRAO needs to act. The time for “education” is over. Now we need enforcement.

– Stakeholder survey respondent

The CMRAO should develop a detailed user guide for owners with examples of the type of issues owners can bring to the CMRAO as complaints.

– Stakeholder survey respondent

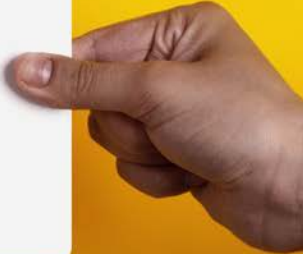
Thanks and Acknowledgements

The CMRAO would like to thank everyone who took the time to complete our surveys. Your feedback is valuable to us and will help to inform decisions on the CMRAO's service delivery, customer service, and future communications activities.

We would also like to thank the Canadian Condominium Institute (CCI) for their assistance with distributing the survey link to its members in Ontario.


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 condominium management sector.





There should be resources on what condo owners and boards can do to avoid conflict with condo managers and where there is conflict, how to resolve them without having to go through a formal complaint process.

– Stakeholder survey respondent



The CMRAO should provide a periodic summary of “DOs and DON’Ts” based on actual rulings and experiences, which would be a helpful guide and reference tool for all condominium managers in Ontario.

– Licensee survey respondent



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