

## **CODE OF ETHICS CONDOMINIUM MANAGERS AND DIRECTOR TRAINING**

### **TRANSCRIPT**

**00:08** Condominium managers and provider businesses licensed by the Condominium Management Regulatory Authority of Ontario (or CMRAO) are required to provide professional and ethical services to their clients.

**00:28** Generally speaking, a code of ethics is a written set of rules that help people and organizations understand the values and principles they are expected to apply to their decision-making.

**00:38** In Ontario, condominium managers are licensed professionals, and the Code of Ethics establishes, in regulation, a standard of good practice, governs the way licensed condominium managers are required to behave, and promotes professionalism, reliability and quality of service.

**00:56** As licensed professionals in Ontario, condominium managers need to comply with all legal obligations, including the Code of Ethics regulation.

**01:07** As of November 1, 2017, all directors elected or appointed to serve on the Board of Directors of a condominium corporation are required by law to complete the Condominium Authority of Ontario's mandatory director training program within six months of the director's appointment, election, or re-election.

**01:28** Let's say a new board director has not completed the mandatory training within the appropriate timeline. What should you, as the condominium manager, do in this situation?

**01:40** A. Nothing at all – no action required – condominium managers are not responsible for director training,

**01:48** B. Be nice and give the new director an extension,

**01:52** C. Allow the director to attend the next board meeting to discuss the next steps,

**01:57** D. Notify the individual and the board in writing that the person ceased to be a director of the corporation.



**Address:** P.O. Box 48087 RPO Davisville Toronto, ON M4S 3C6



**Phone:** 1-866-888-5426



**Website:** [www.cmrao.ca](http://www.cmrao.ca)

**02:05** The correct answer is D.

**02:08** Although individual directors are responsible for completing the required training on their own, the condominium manager would be expected to inform the board. When a director fails to complete the mandatory training within the appropriate timeline, by law, that person ceases to be a director of the corporation.

**02:26** If that person continues to operate as if they were a director, they leave themselves and the condominium corporation open to legal risks.

**02:35** It's important that condominium managers and provider businesses keep in mind the provisions of the Condominium Act. Managers and provider businesses take direction from the Board of Directors of the condominium corporation.

**02:48** However, when individuals cease to be directors of the corporation, management should understand that those individuals should no longer carry on their duties as if they were directors.

**02:58** If the condominium's Board of Directors loses the ability to meet quorum and the manager is unaware of this, they run the risk of taking directions from individuals who do not have the authority to give these directions.

**03:11** Management's responsibilities should generally be set out in the contract they have with the corporation. This includes how they should handle statutory requirements of the corporation, including mandatory director training.

**03:23** The Code of Ethics regulation states: "In providing condominium management services, a licensee shall provide conscientious, courteous, and responsive service and demonstrate reasonable knowledge, skill, judgment and competence."

**03:40** Condominium managers are licensed professionals who are expected to set a good example of professional conduct when providing condominium management services.

**03:49** The CMRAO provides useful tools and valuable information to help condominium managers and provider businesses understand all the relevant legislation and requirements.

**04:00** For more information about the Code of Ethics regulation, please visit [cmrao.ca](http://cmrao.ca).