



CMRAO's Implementation Plan

on the Auditor General of Ontario's
Recommendations

April 2024



Condominium Management
Regulatory Authority of Ontario

www.cmrao.ca | info@cmrao.ca

Report Recommendation 5

As required under the *Condominium Management Services Act, 2015* (CMSA), to enforce that only valid licence holders perform condo management services, we recommend that the Condominium Management Regulatory Authority of Ontario work with the Condominium Authority of Ontario (CAO) to:

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| <ul style="list-style-type: none"> regularly share the data on property managers and management companies collected by both authorities; | Completed |
| <ul style="list-style-type: none"> reconcile and confirm the completeness and accuracy of the data; | Completed |
| <ul style="list-style-type: none"> identify the names of property managers and management companies that are not licensed; and | Completed |
| <ul style="list-style-type: none"> follow up with the condo boards that employ the unlicensed managers and companies, find out whether they are providing unlicensed services and receiving compensation, and take appropriate enforcement actions under the CMSA. | Completed |

Steps Taken:

- Implementation of IT solutions that enable CMRAO to proactively identify potential unlicensed practice
- Categorization and data analysis of discrepancies identified in the data held by the CMRAO and the CAO about potential unlicensed condominium managers and management provider businesses
- Investigation of cases of discrepancies identified in the report, including contacting relevant licensees and condominium corporations where potential unlicensed practice has been identified

Complaints Handling Processes

Fully Implemented

| Report Recommendation 6 | |
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| To support the appropriate and timely resolution of issues brought forward by condominium owners, we recommend that the Condominium Management Regulatory Authority of Ontario: | |
| <ul style="list-style-type: none"> track and summarize the types of actions taken and outcomes for all complaints, and produce periodic summaries for review by management; and | Completed |
| <ul style="list-style-type: none"> establish a formal policy that defines the type of actions that should be taken based on the nature of the complaints and the issues they raise. | Completed |

Steps Taken:

- The CMRAO currently tracks all complaints received and records all interactions that staff have with complainants, respective condominium managers, and management provider businesses
- The CMRAO refined processes and enhanced reports generated by the case management system that tracks the types of complaints and the actions taken
- The CMRAO developed new policies, in consultation with the CMRAO Advisory Committee, that identify the types of actions that should be taken for specific types of complaints

The CMRAO Advisory Committee was established by the Board of Directors to provide the CMRAO with direct input on issues of importance to consumers. Members of the Advisory Committee were selected from across the province and represent different perspectives of Ontario’s condominium community (including, but not limited to, condominium owners, directors, managers, lawyers, and accountants) who offer services to condominium corporations.

The Advisory Committee consists of twenty members – half the members are licensed condominium managers, and half represent the broader condominium community. The Advisory Committee is regularly consulted by the CMRAO on key issues related to the condominium sector.

Inspections Program

Fully Implemented

Report Recommendation 7

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| <p>To monitor and confirm that condominium property managers and companies are complying with the key requirements under the <i>Condominium Management Services Act, 2015</i> and its regulations, we recommend that the Condominium Management Regulatory Authority of Ontario:</p> | |
| <ul style="list-style-type: none"> develop and use an inspection checklist to carry out full inspections of property managers and/companies rather than only addressing the issues within a complaint; | Completed |
| <ul style="list-style-type: none"> develop a plan to carry out proactive inspections of selected property managers and companies based on a risk-based framework based on inspection results, areas of noncompliance, statistical trends, and other risk factors; and | Completed |
| <ul style="list-style-type: none"> conduct regular proactive inspections and take appropriate disciplinary actions if required. | Completed |

Steps Taken:

- The CMRAO currently performs inspections based on complaints it has received, and has conducted inspections on areas, such as fraud and financial mismanagement, failure to turn over condominium records, unlicensed practice, failure to provide services in accordance with the licensee’s contract, and other areas of professional misconduct
- The CMRAO has reviewed the risk-based compliance approaches of other regulatory bodies, such as the Technical Standards and Safety Authority, Professional Engineers of Ontario, and the Alcohol and Gaming Commission of Ontario
- The CMRAO conducted a pilot program of 12 proactive inspections during the fiscal year 2022–23
- The CMRAO conducted 34 proactive inspections throughout fiscal year 2023-24 and will continue these inspections in the years to come

Report Recommendation 19

To measure its own achievements and to inform the public on the effectiveness of its key activities, we recommend that the Condominium Management Regulatory Authority of Ontario:

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| <ul style="list-style-type: none"> establish appropriate targets for performance indicators for its key activities, including time taken to process condo manager licence applications and time taken to resolve complaints against licensed managers; | Completed |
| <ul style="list-style-type: none"> collect the data relevant to the targets established; | Completed |
| <ul style="list-style-type: none"> assess its performance against the targets periodically; | Completed |
| <ul style="list-style-type: none"> provide the Minister of Government and Consumer Services and the public with its performance results; and | Completed |
| <ul style="list-style-type: none"> take corrective action when actual results do not meet targets. | Completed |

Steps Taken:

- The CMRAO currently collects data related to licensing application and complaint processing timelines
- The CMRAO regularly analyzes and monitors the performance of key activities, such as licence application and renewal application processing times, and complaints resolution
- The CMRAO has collected consumer satisfaction data to measure performance through consumer and stakeholder surveys since it began operations
- The CMRAO identified additional public performance measures and targets for key CMRAO service areas (licensing, education, and complaints) in consultation with the MGCS, and published them in the 2021–22 business plan
- The CMRAO assessed and published the results in the 2021–22 annual report

Report Recommendations Summary

| Recommendation | Recommendation Area | Status |
|----------------|-------------------------------|-------------------------------------|
| 5.1 | Unlicensed Practice | <input checked="" type="checkbox"/> |
| 5.2 | Unlicensed Practice | <input checked="" type="checkbox"/> |
| 5.3 | Unlicensed Practice | <input checked="" type="checkbox"/> |
| 5.4 | Unlicensed Practice | <input checked="" type="checkbox"/> |
| 6.1 | Complaints Handling Processes | <input checked="" type="checkbox"/> |
| 6.2 | Complaints Handling Processes | <input checked="" type="checkbox"/> |
| 7.1 | Inspections Program | <input checked="" type="checkbox"/> |
| 7.2 | Inspections Program | <input checked="" type="checkbox"/> |
| 7.3 | Inspections Program | <input checked="" type="checkbox"/> |
| 19.1 | Performance Indicators | <input checked="" type="checkbox"/> |
| 19.2 | Performance Indicators | <input checked="" type="checkbox"/> |
| 19.3 | Performance Indicators | <input checked="" type="checkbox"/> |
| 19.4 | Performance Indicators | <input checked="" type="checkbox"/> |
| 19.5 | Performance Indicators | <input checked="" type="checkbox"/> |



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