



CONDO ROLES & RESPONSIBILITIES

Knowing how to work together leads to successful management.

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A successful condominium does not happen by accident. By applying a pragmatic approach to understanding the roles and responsibilities of the Condo Board and our Magnum York team, we work better together for a more efficient community.

The Condo Board

“Voice of the Corporation”

The Board acts as the voice of the condominium and is collectively responsible and accountable for decisions on behalf of the owners.

A condominium community needs a dedicated Board of Directors who understands their roles and responsibilities and is committed to fair representation of the residents they have been elected to serve.

The volunteer Board of Directors must approach the operation of their condominium corporation as a business (in many cases, multimillion dollar businesses), and as a not-for-profit. Get into a monthly rhythm with governance. Diligence must be always applied.

It is the Board’s responsibility to protect the investment and interests of all the owners by maintaining the common property, managing the finances, and creating policies that promote harmony between people living in a multi-family environment – perhaps for the first time.

To make this happen, the Board must meet regularly to set goals, interpret, and administer the bylaws and make decisions on behalf of their community. For the most part, these decisions are directives to Magnum York, whose job it is to execute the Board’s wishes. Effective condominium Boards are those whose members are respectful of each other and work together with a spirit of cooperation. Board Members should exercise “Pride of Ownership,” and take part in site inspections and maintenance scope discussions.

It is important for Board members to understand their roles and, while there can be several areas of responsibility for Boards such as parking control, architectural considerations, recreation facilities, and common area maintenance, there are four fundamental positions that every Board needs to fill.

Four Fundamental Condo Board Positions

<p>President</p>	<p>The President is responsible for the successful operation of the community.</p>	<p>The President sets the agenda, chairs the Annual General Meeting (AGM) and Board meetings, maintains order, and keeps the discussion on topic. The president is responsible for the daily execution of the corporation’s business and is the primary Board contact for the Property Manager. The President shall have a casting vote to break a tie in addition to his original vote.</p>
<p>Vice-President</p>	<p>The Vice-President takes over in the President’s absence.</p>	<p>The Vice-President takes over the duties and power of the president in the President’s absence. The Vice-President often helps with projects where needed. In many cases, for continuity, the Vice-President is in “training” to assume the President role during the next Board term.</p>
<p>Secretary</p>	<p>The Secretary is responsible for accurate Board and AGM minutes.</p>	<p>Minutes of a condominium corporation are public documents. The secretary’s job is to accurately record the proceedings of Board meetings in minutes and distribute them to the Board for approval. Once approved, Magnum York makes them available to those who need them for real estate transactions, mortgages, insurance, and legal purposes. The Secretary is often responsible for other document related tasks, such as posting signs in common areas.</p>
<p>Treasurer</p>	<p>The Treasurer is responsible for directing the financial health of the condo corporation.</p>	<p>The financial health of a condominium corporation is important to all owners. All Board Members are provided monthly financials and MYWebPortal access for 24/7 online reports. The treasurer is the Board member most involved with the preparation of the budget draft, which is reviewed, adjusted, and approved by the Board. Then it is the treasurer who closely monitors the monthly financial reports, provided by Magnum York, and ensures the expenditures align with the budgeted amounts. Realistic budgets and fiscal management are imperative.</p>
<p>Member-At-Large</p>	<p>Members at large provide additional Board support.</p>	<p>Many roles can support the Board and community: communications/newsletter, intercom updates, back-office work; often they form a committee with other Board members and/or owners to supervise parking, pets, etc.</p>

Magnum York

“Agent of the Corporation”

A Condominium Corporation often hires a management company to carry out some of its functions.

The property management company acts as an agent of the Condominium Corporation to manage the condominium and is subject to RECA for the responsibilities it undertakes on behalf of the Corporation.

The Property Management company works for the owners of the corporation, not the Board. This non-arm’s length relationship ensures 360-degree diligence when it comes to appropriate governance: an important consideration in this era of heightened owner legal action.

Your Management Agreement with Magnum York is a contract in which the roles, duties, and expectations of the parties regarding the administration of a property are clarified and agreed to. It is often beneficial to refer to this agreement to understand what Magnum York can and cannot do, related to your community.

Your Magnum York Property Management “POD”

Your property is directly managed by your dedicated Magnum York Property Management team (a.k.a. “POD”) comprised of a Property Manager, a Property Administrator, and a Property Bookkeeper.

In addition to your POD, your Branch has a full team supporting their work with your property including accounting and administrative staff.

Magnum York’s corporate office provides support for all PODs and Branches with consolidated services and technology that serves all our properties across Alberta.

Magnum York Team Roles

<p>Property Manager (PM)</p>	<p>The Property Manager provides information to and acts on decisions by the Board.</p>	<p>Your PM's job is to work with the Board to ensure Magnum York delivers comprehensive property management & advises on Board governance. They will attend all meetings on behalf of Magnum York and provide reports from our team. As part of that process, they manage action items from the directors and coordinate the response and reporting. May also handle service requests related to governance and Board activities. Property Managers coordinate with our accounting team to ensure timely approval of invoices and processing of payments. They will also manage the preparation and delivery of financial statements as required, including going over the spending and budget variance over a given period. As part of the annual cycle, the PM also assists the Board with the AGM, budget, insurance renewal, reserve fund study/plan, special assessments, and special resolutions. Typically, the Board President or a designated individual is the primary contact on behalf of the Board.</p>
<p>Property Administrator (PA)</p>	<p>The Property Administrator is the primary contact for Owners and Trades/Vendors.</p>	<p>The Property Administrator's job is to work primarily with condo owners for service issues, document requests and inquiries, as well as community and owner compliance. Property Administrators handle all incoming service requests from ownership and ensure they are tracked and completed through our MYCustomerCare Service Ticket Management System. They are experts in using our systems to ensure your property is managed efficiently. They also complete any administrative tasks as required for the property and ensure the timely dispatch of vendors.</p>
<p>Property Bookkeeper (PB)</p>	<p>The Property Bookkeeper is responsible for the accuracy of your monthly financial package.</p>	<p>Your Property Bookkeeper is a dedicated accountant responsible for the monthly accounting cycle for your condo corporation, including vendor & trade payments which are processed weekly by Magnum York. The Property Bookkeeper is the main point of contact for questions regarding financial statements, collections, or payments; all of which are available 24/7 in the Board's MYWebPortal.</p>

<p>Accounting Manager</p>	<p>The Branch Accounting Manager ensures the integrity of financial processes as well as budgeting.</p>	<p>Your Branch Accounting Manager oversees the accounting function and assists with accounting set up. They can also manage budgets, financial statements, and audit preparation. Just as the treasurer is the Board member most involved with the preparation of the budget draft, the Accounting Manager helps the Property Bookkeeper closely monitors the monthly financial reports and to analyze if expenditures align with the budgeted amounts.</p>
<p>Collections</p>	<p>Collections is responsible for reducing corporation arrears.</p>	<p>Magnum York consolidated our collections and A/R process to our corporate team to ensure timely reminders and, where necessary, enforcement. Serving all our properties in Alberta, we follow a consistent and fair process that provides an audit trail in the event of owner challenge.</p>
<p>Administration Support</p>	<p>Support admins create efficient processes in our Branches</p>	<p>We have additional support staff that assist all of our properties with tasks such as processing and distributing owner forms, triaging and assigning service issues, managing our general voicemail and processing deliveries.</p>
<p>Onboarding Team</p>	<p>Works with new Clients to welcome them to Magnum York</p>	<p>The Onboarding Team prepares the successful integration of new clients. They coordinate receipt of all necessary documents from clients and prior management company. The Onboarding Team sets up new clients in our systems, filing systems and prepares Welcome Packages.</p>
<p>Branch Manager</p>	<p>The Branch Manager is responsible for managing the team and client success.</p>	<p>Branch Managers implement the necessary processes to meet the needs of the property and to ensure the team delivers the service that is expected. Oversees the successful onboarding and offboarding of clients. Often called upon for additional guidance and to assist management of projects. Is responsible for making our branches “a great place to work” and all staff management functions.</p>

<p>Brokerage / Head Office</p>	<p>Magnum York’s Head Office ensures government compliance and supports our PM teams to provide exceptional service.</p>	<p>Magnum York’s corporate office ensures compliance with Government authorities and that all parties adhere to the Management Agreements. The office will review and address ombudsman requests and execute mandatory RECA compliance such as approval and review of monthly bank reconciliations. They manage payroll, benefits, and safety for on-site staff on your properties. Responsible for security and Management of all Trust Accounts. The head office co-ordinates technology deployment driving efficiencies of scale and improved quality of service.</p>
<p>OH&S (Occupational Health and Safety)</p>	<p>Our Safety Committee ensures all staff are following OH&S guidelines</p>	<p>Safety of our staff, clients, residents, and vendors is top priority, on site and off. All employees and subcontractors are responsible for minimizing safety incidents within their workplace and perform their jobs in accordance with the established procedures and safe work practices defined in our Safety Policy.</p>
<p>Privacy & Security Officer</p>	<p>The Privacy Officer ensures we handle all personal information responsibly.</p>	<p>We meet strict guidelines of protecting people’s private data. This includes PIPA (Personal Information Protection Act of Alberta), CASL (Canada Anti-Spam Law) as well as the new email and electronic communication legislation in CPA (Condominium Property Act).</p>
<p>Onsite Staff</p>	<p>Staff that work at client properties are important to serving owners properly.</p>	<p>Magnum York employs many Resident Managers, Building Operators, Handymen, Concierges and even a Ranch Hand. Magnum York manages the operations of these staff, including payroll & government remittances, as well as OH&S considerations. However, direction for the staff’s responsibilities often comes from a Board Member or committee, in conjunction with your Magnum York PM.</p>
<p>MYVendor Preferred Vendor Program</p>	<p>MYVendor staff ensure our vendors are the best-of-the-best and treat our clients like it.</p>	<p>MYVendor Preferred Vendors are hand selected from the best Vendors available. Our staff vet trades in our vendor program for insurance, WCB, licensing, professional credentials etc. MYVendor staff act as a liaison/mediator for our property management teams to ensure standards of service, communication, responsiveness, and quality are met.</p>

