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FROM THE *Executive Director*

Looking Back on 2011

By Amanda Curtis, CAE

THIS WILL be last issue of *CM Magazine* to be published in 2011, and the following are just some of the highlights of a successful year.

In January, ACMO directors met for their annual planning retreat. An overriding goal established at this meeting was to pursue licencing or regulations that will establish condominium management as a recognized profession. As ACMO and CCI-Toronto meet with government officials to discuss



the *Condo Act*, taxation and other matters affecting our constituents, the professionalism of condominium managers and management companies will remain at the forefront. These items were all included in a pre-election survey and, thankfully, received an indication of strong support by the Liberal Party.

ACMO has continued to focus on professional education, improvements to Corporate Certification (ACMO 2000), and a meaningful ethics process. Accomplishments in these areas have been many. During the year we broke the 700 mark for RCM members in good standing; launched a well-researched continuing education program; introduced webinars providing training opportunities for members in all regions; held luncheons in Collingwood, Ottawa and London; and appointed BSI as the ACMO 2000 auditor with outstanding feedback by companies audited in 2011. All ethics files must, by necessity, be held in confidence unless escalated to a formal Discipline Hearing with a resulting decision that includes publication. We believe that this formal process demonstrates the seriousness with which complaints are handled, and include in this issue of *CM* a report of the Discipline Committee.

To properly promote everything our members do and stand for, ACMO has recently appointed an advertising agency to work with us in branding the association and condominium management. This appointment is only one week old as I write, and we will keep you informed as the initiative progresses.

Last but certainly not least was Condo Conference 2011. The move to the Toronto Congress Centre was a true success. At 162, the number of booths exceeded even our optimistic expectations. Total attendees including exhibitors exceeded 1,000 and we heard many positive comments about the substantially larger and more modern meeting facilities as well as the natural light in the exhibit centre. Educational sessions were well received and, as always, our gratitude is extended to the generous Conference sponsors. And there was ample free parking!

In closing, thank you all for your support over the past year. I look forward to your comments and guidance in 2012 and wish you all a Happy and Prosperous New Year.

Executive Director