



Sharyn Zieman, RCM

Licensing will increase accountability and create a greater cohesion among property managers

Current employer: Condos Plus Property Management Inc

Year entered the profession: 1981

Year RCM obtained: January 2009

Other education: Reeves Business College, Red Deer, Alberta, WHIMIS and Residential High-Rise and Fire Safety Planning

Mentor(s) in the industry: Joan Agnew RCM, ACCI, FCCI (retired)

Under a newly proposed Act, licensing for condominium managers will soon be a reality. How will a licence benefit your career as a condo manager? What impact might this have for condo managers in Ontario? Licensing will increase accountability and create a greater cohesion among property managers from all competing companies. It will also provide confidence to boards and owners of condominium corporations to know that the industry is now being policed by their own governing agency.

What is the value of a Professional Code of Ethics? Ethics are part of our everyday life. We are

taught them at an early age from our parents, grandparents and teachers. They are a valuable tool in teaching us right from wrong.

Tell us about a personal success story on the job. When I started with my current employer in 2006 they had just contracted a new corporation that I was asked to manage. It was a large corporation with arrears, falling down fences, damaged roadways, lawsuits, and an overall lack of general maintenance. Since my involvement we have completed fencing, roadways, garage doors and arrears are minimal. It has turned around completely and now runs a surplus while keeping the condo fees under control. It is very rewarding. The annual general meetings are a plea-

sure as there is no longer any animosity present.

What's your biggest challenge as a manager? I think the biggest challenge any manager has is to make sure maintenance standards are met on each site and to ensure you have satisfaction from the owners.

What's your favourite part of the job? I enjoy doing the budgets.

Best business advice you ever received. Be yourself and treat others the way you wish to be treated.

What recent project that you completed can we highlight? Recently I worked with five corporations to complete amalgamation. We started in 2012 and completed the project in 2013. I believe it was one of the largest amalgamations in Ontario. ♦

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