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Message from the Executive Director

If You Want Something Done Ask a Busy Person

BY AMANDA CURTIS, CAE

OVER AND OVER AGAIN, ACMO members prove this saying to be correct. Our member engagement is exemplified by the outstanding support we receive at all ACMO programs. Despite an already hectic worklife, condominium property managers readily volunteer their time and expertise, and are truly committed to their Association and the future of their profession.



A preview of the findings of the January 2015 survey of ACMO members is the most recent example of member participation. Your ACMO Executive felt it would be of value to have a clear picture to share with government about the nature and extent of support for licensing. We did not want to take our membership or their responses for granted. ACMO commissioned the Gandalf Group to undertake an independent, third-party survey of the membership. We believe these findings validate the direction taken by ACMO's leaders during the stakeholder process as representative of the view of the vast majority of Registered Condominium Managers.

48% of those surveyed responded – far exceeding survey averages. Of these respondents, 73% have the professional distinction of Registered Condominium Manager (RCM). An additional 9% are currently working toward the RCM designation.

It was clearly stated that ACMO members feel well-informed and knowledgeable about upcoming changes to the *Condominium Act* and the impact of licensing. 91% of respondents support the Government of Ontario's move to license condominium managers; and 93% believe the licensing of condominium managers will raise their profile in the eyes of board members and owners. ACMO's 38-year investment in the delivery of a robust educational platform for condominium managers was acknowledged, with 93% agreeing in some measure (67% strongly agreeing) that the RCM educational program is the best-developed basis for the new provincially mandated licence.

There was strong support for an independent regulatory licensing body – separate from that which licenses the real estate profession – which is able to sanction or discipline members for unethical or criminal behaviour; as well as strong support for self-regulation of the profession by a new body composed of and led by condominium managers.

The full report and findings will be shared with members during the coming weeks. ACMO is proud that our members support regulation and clearly understand the benefits to the condominium sector. A regulated condominium management profession will enhance consumer protection, attract capable and qualified members to the profession, and act as a deterrent to those seeking to take advantage of volunteer board members.

Executive Director