



Christopher Tyrell
Clerk of the Standing Committee on Public Accounts
Legislative Assembly of Ontario
99 Wellesley Street West
Room 1405, Whitney Block
Queen's Park
Toronto, ON M7A 1A2

April 30th, 2021

Dear Mr. Tyrell,

I am writing to provide an update on the efforts made by the Condominium Management Regulatory Authority of Ontario (CMRAO) to date on the recommendations regarding condominium oversight outlined in the Annual Report released by the Auditor General on December 7, 2020. CMRAO is responsible for leading four (4) of the 20 recommendations, briefly summarized below:

Recommendation #5: Sharing data with the Condominium Authority of Ontario (CAO) to support proactive identification of unlicensed individuals or companies providing condominium management services and bringing them into compliance

Recommendation #6: Enhancing the CMRAO's complaints handling and resolution process

Recommendation #7: Enhancing the CMRAO's inspection program by conducting proactive, risk-based, standardized inspections

Recommendation # 19: Setting targets and publicly reporting on key activities within the CMRAO's legislated mandate

CMRAO values the work conducted by the Auditor General as part of the Value-for-Money Audit and the findings contained in the annual report. Our Board of Directors and management team are committed to continually improving CMRAO's oversight of condo management professionals and service providers so that Ontarians who reside in condominium communities can rely on competent and ethical condo management services.

CMRAO's commitment to addressing the recommendations has remained steadfast since the release of the report. We have developed a comprehensive action plan to address each of the recommendations directed at CMRAO, in a timely and responsive manner. Our plan can be found on our website and can be accessed through the link below:

[CMRAO's Implementation Plan on the Auditor General of Ontario's Recommendations](#)



I am pleased to report that progress on a number of the recommendations has been made to date.

For example:

- The CMRAO and the CAO have signed an agreement to regularly share the data on property managers and management companies collected by both authorities.
- The CMRAO has begun investigation of potential unlicensed practices referred to in the Auditor General report and has taken appropriate enforcement actions under the CMSA where an unlicensed practice is confirmed.
- The CMRAO has implemented enhancements to its Customer relationship management (CRM) system's reporting capabilities and is working on continuous improvements to further improve the quality of data and reports generated.
- The CMRAO is working in collaboration with its Advisory Committee on identifying further improvements to its complaints policies and processes, including identifying the types of actions required for specific types of complaints.
- The CMRAO has identified public performance measures and targets for its key services (licensing, education and complaints) and they will be included in the 2021-22 Business Plan and made public.

As we continue to focus our efforts on delivering against our planned actions in accordance with the target timelines, we look forward to working closely with the Ministry of Government and Consumer Services and engaging our various stakeholders as part of the implementation process.

Please let me know if you or any member of the Standing Committee on Public Accounts have questions or concerns with the information shared in this letter. I would be pleased to provide additional background as required.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ali Arlani', is written over the printed name.

Ali Arlani
Registrar & CEO

- c: Karen Hughes, Deputy Minister, MGCS
Michèle Sanborn, Assistant Deputy Minister, MGCS
Aubrey LeBlanc, Chair of the Board, CMRAO