Condominium
Authority of
Ontario

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, Ontario M7A 1A2

April 30, 2021

Dear Mr. Tyrell

I am pleased to provide an update on the efforts made by the Condominium Authority of Ontario (CAO) to-date on the implementation of Recommendations in the Auditor General's **Value-for-Money Audit: Condominium Oversight in Ontario (2020)**, released on December 7, 2020. The CAO plays an important role in leading or supporting the recommendations in the AG's report to better provide consumer protection.

The CAO values the work conducted by the Auditor General as part of this Value-for-Money Audit and the findings contained in her Annual Report. Our Board of Directors and executive team are committed to continually improving the information, resources and dispute resolution services we provide to condominium residents in Ontario to promote strong and vibrant condominium communities.

The CAO's commitment to addressing the recommendations has remained steadfast throughout the review and following the release of the AG's report. The CAO has been developing a comprehensive plan to guide our work in the year ahead to address the recommendations involving the CAO in a timely and responsive manner. We are working closely with the Ministry of Government and Consumer Services to finalize our implementation plan, and we anticipate that it will be posted on our website (www.condoauthorityontario.ca) within the next several weeks. We look forward to working with the ministry and the Condominium Management Regulatory Authority of Ontario, and to engaging condominium sector stakeholders, as part of the implementation process.

I am pleased to report on progress related to the three recommendations that the AG has specified the CAO as lead:

- **Recommendation 9 — Director Training Program Enhancement -** CAO has initiated the planning work and is in the discovery phase with its Learning Management System solutions partner to explore the enhancements available in the system to address the AG's recommendations. All 21 modules of the current foundational director training program have been reviewed and 15 modules were updated to enhance the content and respond to feedback from the AG and the condominium sector.

- **Recommendation 10 — Public Registry Searches and Verification of Self-Reported Condominium Director and Manager Information -** The discovery phase is underway to determine the best approach for enhancing the CAO's Public Registry search function to allow additional ways of searching. Over 40 new validations/notifications across multiple data points were added to the CAO's condominium returns, notice of change system and public registry systems in January 2021, to ensure that the data collected and displayed by the CAO, including the names of licensed condominium managers and management companies, is complete and accurate.

- **Recommendation 13 — Condominium Owners Access to Information -** CAO's Guided Steps to Records Issues are currently being revised to provide better clarity with respect to condominium records.

The CAO has a specified supporting role in the following recommendations, per the AG report:

- **Recommendation 3 — Reserve Funds** - Planning is underway to review and update the Reserve Fund Study information on the CAO's website, and to promote these updates to raise awareness of the importance for condominium corporations to set aside sufficient resources to safely and properly maintain their condominium.

- **Recommendation 5 — Licensed Condominium Managers/Firms** - The CAO and CMRAO have established a Data Sharing Framework to facilitate the validation of the licensing status of condominium managers and companies when they are added to the CAO's database by condominium corporations through the filing of condominium returns or notices of change.

- **Recommendation 12 — Condominium Authority Tribunal Jurisdiction** - Based on an analysis of the common issues of interest to condominium owners, directors and other stakeholders, along with consideration of operational and adjudicative readiness for the CAO and the Condominium Authority Tribunal, the CAO has provided advice to the Ministry of Government and Consumer Services to help inform the ministry's planning.

In addition, the following are some CAO activities in support of other AG recommendations and their intent, including:

- **Recommendation 1 — Protections for Buyers** – The Ontario's Residential Condominium Buyers' Guide was developed by the Condominium Authority of Ontario (CAO) in collaboration with the Ministry of Government and Consumer Services (MGCS) and approved by the Minister and published on January 1, 2021. This Guide is a helpful resource for the buyers of residential pre-construction/new condo units and includes information to better inform purchasers about the process of buying a condo unit and about condominium living.

- **Recommendation 2 — Common Expense Fees** - The Ontario's Residential Condominium Buyers' Guide published on January 1, 2021 (see Recommendation #1 above) includes a general warning that common expense fees may increase over time.

- **Recommendation 8 — Director Training Completion –** The CAO supports condominium directors and condominium corporations regarding the legislated requirement for directors to complete the mandatory director training program through a newly built automated notification system inviting directors to take the training and subsequent reminders to directors in advance of their training deadline.

We hope this is useful in providing a status on the CAO’s work and collaborations with MGCS and the CMRAO in responding to the AG’s 2020 Report on Condominium Oversight. Please let us know if you or any member of the Standing Committee on Public Accounts have any questions or comments. We would be pleased to provide additional background as required.

Sincerely,

Robin Dafoe
CEO & Registrar

cc: Karen Hughes, Deputy Minister, MGCS
Michèle Sanborn, Assistant Deputy Minister, MGCS
Heather Zordel, Chair of the Board, CAO