

**Ministry of Government and  
Consumer Services**

**Ministère des Services  
gouvernementaux et des  
Services aux consommateurs**



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October 13, 2021

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

Dear Mr. Tyrell,

We are pleased to respond to your September 28, 2021 letter confirming that the Standing Committee on Public Accounts will be reviewing the Value-for-Money Audit: Condominium Oversight in Ontario from the 2020 Annual Report of the Office of the Auditor General of Ontario on October 27, 2021.

As requested, please find attached the completed Summary Status Table that outlines the progress to date for the Auditor General's recommendations that were directed to the ministry. Separate Summary Status Reports will also be provided by the Condominium Authority of Ontario and the Condominium Management Regulatory Authority of Ontario to reflect all the recommendations that were directed to their organizations.

To support the Committee's work, I will be attending along with:

- Michèle Sanborn, Assistant Deputy Minister, Policy, Planning, and Oversight Division
- Mike McRae, Director, Policy and Governance Branch
- Carol Law, Manager, Governance Unit
- Victoria Walker, Manager, Policy and Business Law Unit

The Ministry of Government and Consumer Services will continue to work with the Condominium Authority of Ontario and the Condominium Management Regulatory Authority of Ontario to address each of the recommendations identified by the Auditor General of Ontario.

Should you have any additional questions or require further information, please contact Michèle Sanborn, Assistant Deputy Minister, Policy, Planning, and Oversight Division, Ministry of Government and Consumer Services, at (416) 326-8881.

Sincerely,

A handwritten signature in black ink, appearing to read 'Renu Kulendran', written in a cursive style.

Renu Kulendran  
Deputy Minister  
Ministry of Government and Consumer Services

Cc: Taras Natyshak, MPP, Chair of the Committee  
Bonnie Lysyk, Auditor General of Ontario  
Michèle Sanborn, Assistant Deputy Minister, Policy, Planning, and Oversight Division  
Robin Dafoe, Chief Executive Officer and Registrar, Condominium Authority of Ontario  
Ali Arlani, Chief Executive Officer and Registrar, Condominium Management Regulatory Authority of Ontario

*Enclosure:* Summary Status Table in Response to the Report of the Auditor General of Ontario  
(Value-for-Money Audit: Condominium Oversight in Ontario)

**Summary Status Table in Response to the  
Report of the Auditor General of Ontario**  
*Value-for-Money Audit: Condominium Oversight in Ontario*  
*(2020 Annual Report of the Office of the Auditor General of Ontario)*  
*Ministry of Government and Consumer Services*

This table outlines the progress made to date on 15 recommendations directed at the Ministry (either leading or working jointly with the Condominium Authority of Ontario).

The progress made on the remaining five recommendations are captured in the Summary Status Table of either the Condominium Authority of Ontario or the Condominium Management Regulatory Authority of Ontario.

| Auditor's Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                         |
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| <p><b>1</b> To better protect buyers of new condominium units, we recommend that the Ministry of Government and Consumer Services look to implement the following:</p> <ul style="list-style-type: none"> <li>• set standard terms and forms for key documents relating to the purchase of new condo units, such as the agreement for purchase and sale (contract), declaration and disclosure statement; and</li> <li>• require developers to comply with these standard terms and forms when selling new condos to buyers and clearly identify where the documents used differ from the standard.</li> </ul> | <p>Implementing Recommendation 1 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts on the condo sector.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> <p>Pursuant to amendments to the Condominium Act, 1998 relating to a condominium guide that were proclaimed into force on January 1, 2021, the Condominium Authority of Ontario prepared a condominium guide that includes information to better inform purchasers about the process of buying a condo unit and about condominium living.</p> | <p>According to its implementation plan, the ministry will begin policy work for Recommendation 1 in 2023, including any necessary consultation, and would develop a proposal for the government's consideration in 2024, while recognizing that government priorities may change in the future.</p> |
| <p><b>2</b> To better protect buyers of new condos and minimize the risks of developers understating common area expenses, we recommend that the Ministry of Government and Consumer Services look to implement the following:</p>                                                                                                                                                                                                                                                                                                                                                                             | <p>Implementing Recommendation 2 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts on the condo sector, including</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>According to its implementation plan, the ministry will begin policy work for Recommendation 2 in 2022, including any necessary consultation, and would develop a proposal for the government's</p>                                                                                               |

**DRAFT – FOR DISCUSSION PURPOSES ONLY**

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                         |
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|                          | <ul style="list-style-type: none"> <li>require additional disclosure by developers of expected increases to common area expenses;</li> <li>give condo boards more time, such as 90 days, to claim increased amounts spent on common area expenses compared with the developer's budget statement; and</li> <li>implement best practices from other jurisdictions, such as requiring developers to place money in trust to be available to the condo corporation if the developer understates common area expenses; or that developers have to pay a penalty if they were found to understate condo expenses by a set percentage compared with their budget statements.</li> </ul> | <p>impacts on the housing supply and/or potential increases to the cost of housing.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> <p>Pursuant to amendments to the Condominium Act, 1998 relating to a condominium guide that were proclaimed into force on January 1, 2021, the Condominium Authority of Ontario prepared a condominium guide that includes a general warning that common expense fees may increase over time, to better inform purchasers. Developers must give this guide to purchasers in certain circumstances.</p>                           | <p>consideration in 2023, while recognizing that government priorities may change in the future.</p>                                                                                                                                                                                                 |
| 3                        | <p>So that condominium corporations are required to set aside sufficient resources to safely and properly maintain condominiums, we recommend that the Ministry of Government and Consumer Services look to:</p> <ul style="list-style-type: none"> <li>extend reserve fund studies of condo buildings to include the cost of repairs and replacements looking forward 45 to 60 years, instead of 30 years;</li> <li>set thresholds and define adequacy of reserve funds; and</li> <li>work with the Condominium Authority of Ontario to raise awareness and communicate this issue in a clear and understandable manner.</li> </ul>                                              | <p>Implementing Recommendation 3 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts, including regarding potential additional costs to condo owners.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> <p>Pursuant to amendments to the Condominium Act, 1998 relating to a condominium guide that were proclaimed into force on January 1, 2021, the Condominium Authority of Ontario prepared a condominium guide that includes information about reserve funds and a</p> | <p>According to its implementation plan, the ministry will begin policy work for Recommendation 3 in 2022, including any necessary consultation, and would develop a proposal for the government's consideration in 2023, while recognizing that government priorities may change in the future.</p> |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                               | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                  |
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|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | general warning that common expense fees may increase over time, to better inform purchasers.                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                               |
| 4                        | For there to be sufficient funding of the long-term reserve from the outset and for condominium fees to realistically accrue sufficient funds to handle the long-term repair and replacement needs of the building, thus protecting condominium owners from unexpected financial shocks, we recommend that the Ministry of Government and Consumer Services look into removing the option of developers basing reserve fund contributions on 10% of operating expenses and replacing this option with a requirement to have the contributions be supported by a third-party reserve fund study.                                                                                                                                                             | <p>Implementing Recommendation 4 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts, including on the housing supply and/or potential costs to condo owners.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p>                         | According to its implementation plan, the ministry will begin policy work for Recommendation 4 in 2022, including any necessary consultation, and would develop a proposal for the government's consideration in 2023, while recognizing that government priorities may change in the future. |
| 8                        | <p>To better educate boards of directors on carrying out their duties and increase compliance with the training requirement under the Condominium Act, 1998 (Act), we recommend that the Ministry of Government and Consumer Services expand and strengthen the roles and responsibilities of the Condominium Authority of Ontario overseeing directors' training under the Act with the purpose of protecting the public interest and advancing the principle of ensuring a fair, safe and informed condo community, specifically looking to:</p> <p>a) expand the information the Condo Authority can collect and publish relating to individual directors who have not completed the mandatory training within the prescribed time requirements; and</p> | <p>Implementing Recommendation 8 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts. This recommendation could have an impact on the principle of condo corporation self-governance.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | According to its implementation plan, the ministry will begin policy work for Recommendation 8 in 2021, including any necessary consultation, and would develop a proposal for the government's consideration in 2022, while recognizing that government priorities may change in the future. |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                                                                                                                                                  |
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|                          | b) require the ineligible individuals to stop acting as directors of their condo boards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10                       | <p>To provide accurate, complete and useful information for condo owners through the public registry, we recommend that the Condominium Authority of Ontario work with the Ministry of Government and Consumer Services to:</p> <ul style="list-style-type: none"> <li>• enable public searches for relevant information by entering the municipal addresses of condos and the names of directors;</li> <li>• collect information related to condo board directors including whether directors have been elected by condo owners or appointed by the condo board, the directors' roles within the board, whether directors are owners, occupants or neither in the condo;</li> <li>• regularly review and verify the information self-reported by condo corporations when filing their annual returns, including the names of licensed condo managers and management companies; and</li> <li>• publish the collected and verified information on the registry.</li> </ul> | <p>The ministry did not previously respond to the Office of the Auditor General of Ontario regarding Recommendation 10, as it was not intended to be directed at the ministry.</p> <p>However, implementing Recommendation 10 as it relates to expanding the Condominium Authority of Ontario's authority to collect and publish additional information about condo board directors would require developing legislative and/or regulatory proposals that would need consultation with the public to assess potential impacts.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | <p>According to its implementation plan, the ministry will begin policy work in late 2021, including any necessary consultation, and would develop a proposal for the government's consideration in 2022-23, to expand the Condominium Authority of Ontario's authority to collect and publish additional information about condo board directors, while recognizing that government priorities may change in the future.</p> |
| 11                       | <p>To enable the Ministry of Government and Consumer Services (Ministry) to evaluate protection for condo owners who reside in their units, and to promote transparency and support informed choices by condo buyers, we recommend that the Ministry:</p> <ul style="list-style-type: none"> <li>• allow the Condominium Authority of Ontario to collect and publish relevant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Implementing Recommendation 11 (to expand the Condominium Authority of Ontario's authority to collect and publish information about condo directors) would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts, including, for example, to determine</p>                                                                                                                                                                                                                                                                                                                                                    | <p>According to its implementation plan, the ministry will:</p> <ul style="list-style-type: none"> <li>• begin policy work in 2021, including any necessary consultation, and would develop a proposal for the government's consideration in 2022, to expand the Condominium Authority of Ontario's authority to collect and publish</li> </ul>                                                                               |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                     | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|                          | <p>information to enable identification of condo corporations where non-resident directors or directors with commercial interests form the majority on condo boards; and</p> <ul style="list-style-type: none"> <li>analyze this information to evaluate whether increased protections are required for condo owners who reside in their units.</li> </ul>                                                                          | <p>the extent of any associated administrative burden on condo corporations.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>certain information about condo directors to address Recommendation 11, and</p> <ul style="list-style-type: none"> <li>will begin policy work in 2023, including any necessary consultation, and would develop a proposal for the government's consideration in 2024, based on an analysis of the above-noted information to evaluate whether increased protections for condo owners who reside in their units are required,</li> </ul> <p>while recognizing that government priorities may change in the future.</p> |
| 12                       | <p>To better protect condo owners as they face condominium-living issues and disputes, we recommend that the Ministry of Government and Consumer Services work with the Condominium Authority of Ontario to include key areas related to condo fees, repairs to common areas, board misconduct, reserve funds, commercial units or other areas considered appropriate within the Condominium Authority Tribunal's jurisdiction.</p> | <p>Implementing Recommendation 12 would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> <p>In June 2021, the ministry consulted informally with key stakeholders on further expanding the Tribunal's jurisdiction to include certain disputes related to nuisances. In Fall 2021, the ministry brought forward for government consideration, and received approval of, a proposed proclamation order-in-council, to empower the Condominium Authority Tribunal (Tribunal) to resolve nuisance-related disputes effective January 1, 2022.</p> | <p>According to its implementation plan, the ministry plans to develop proposals each year after 2021 to further address Recommendation 12, to expand the Tribunal's jurisdiction in phases, while recognizing that government priorities may change in the future.</p>                                                                                                                                                                                                                                                  |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                                                                                                                                            |
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|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | In addition, on June 12, 2021, the Minister sent a letter to the Condominium Authority of Ontario requesting that they host consultations in Summer-Fall 2021 on, among other things, the next phase of the Tribunal's expansion.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 13                       | <p>To provide condominium owners with appropriate access to important information and increase the transparency of the operations of their condo corporations, we recommend that the Condominium Authority of Ontario:</p> <ul style="list-style-type: none"> <li>clarify the existing legislative and regulatory requirements with respect to records and the information included in these records listed in the Condominium Act, 1998 and regulations; and</li> <li>work with the Ministry of Government and Consumer Services to expand and enable owners' right to access all reasonable information about the functioning of their condo corporation.</li> </ul> | <p>The ministry did not previously respond to the Office of the Auditor General of Ontario regarding Recommendation 13, as it was not intended to be directed at the ministry.</p> <p>However, implementing Recommendation 13 as it relates to expanding and enabling owners' right to access all reasonable information about the functioning of their condo corporation would require developing legislative or regulatory proposals that would need consultation with the public to assess potential impacts.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | <p>According to its implementation plan, the ministry will begin policy work in late 2022, including any necessary consultation, and would develop a proposal for the government's consideration in 2023-24, to expand and enable condo owners' right to access all reasonable information about the functioning of their condo corporation, while recognizing that government priorities may change in the future.</p> |
| 14                       | <p>In order to provide condominium owners a level playing field in their disputes with condo boards, we recommend that the Ministry of Government and Consumer Services work with the Condominium Authority (which includes the Condominium Authority Tribunal) and the Ministry of the Attorney General to implement best practices such as requiring equal legal representation by parties to the dispute.</p>                                                                                                                                                                                                                                                       | <p>On August 12, 2021, the Minister sent a letter to the Condominium Authority of Ontario asking them to host consultations in Summer-Fall 2021 on, among other things, best practices that the Condominium Authority Tribunal could implement (e.g., requiring legal representation).</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p>                                                                                                                                                                                                                           | <p>According to its implementation plan, the ministry will develop a proposal for the government's consideration in 2022 to address Recommendation 14.</p>                                                                                                                                                                                                                                                              |



| Auditor's Recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p><b>15</b> To provide better protection for condominium owners and buyers, we recommend that the Ministry of Government and Consumer Services look to:</p> <ul style="list-style-type: none"> <li>• review and formally clarify the mandate of the Condominium Authority of Ontario (Condo Authority);</li> <li>• providing the Condominium Authority of Ontario with inspection, investigation and enforcement powers; and</li> <li>• reaching an agreement with the Condominium Authority of Ontario on appropriate performance measures regarding fulfilment of its mandate.</li> </ul> | <p>The ministry has completed the recommended action to review and formally clarify the mandate of the Condominium Authority of Ontario. On January 6, 2021, the then Minister wrote to the Chair of the Condominium Authority of Ontario board of directors to clarify the expectation that the Condominium Authority of Ontario fulfill its statutory mandate under the Condominium Act, 1998.</p> <p>Implementing the recommended action to provide the Condominium Authority of Ontario with inspection, investigation and enforcement powers would require developing potential legislative and/or regulatory proposals that would involve consultations with the public to assess impacts.</p> <p>The ministry is currently reviewing Condominium Authority of Ontario's performance measures, as part of a broader review of the performance measures of most administrative authorities under the ministry's oversight.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | <p>According to its implementation plan, the ministry will:</p> <ul style="list-style-type: none"> <li>• begin policy work in 2023, including any necessary consultations, and would develop a proposal for the government's consideration in 2024, for the recommended action to provide the Condominium Authority of Ontario with inspection, investigation and enforcement powers, while recognizing that government priorities may change in the future, and</li> <li>• will implement the recommended action relating to the Condominium Authority of Ontario's performance measures in late 2021.</li> </ul> |
| <p><b>16</b> To provide better protection for condo owners and buyers in Ontario, we recommend that the Ministry of Government and Consumer Services conduct a thorough cost/benefit analysis of strengthening the powers and penalties for</p>                                                                                                                                                                                                                                                                                                                                              | <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>According to its implementation plan, the ministry will conduct a cost/benefit analysis looking at other jurisdictions, as specified in Recommendation 16, in 2024.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                              | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Outstanding Undertaking (including Timeline)                                                                                                                                                                                                        |
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|                          | regulating the condo sector similarly to those that are used by other jurisdictions.                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                     |
| 17                       | So that the Condominium Act, 1998 and regulations more effectively protect condominium owners and purchasers, we recommend that the Ministry of Government and Consumer Services seek proclamation of the provisions that are not yet in force.                                                                                                              | <p>In January 2021, amendments in the Condominium Act, 1998 made by the Protecting Condominium Owners Act, 2015 (PCOA) relating to a condominium guide were brought into force, which require developers to give this guide to purchasers in certain circumstances.</p> <p>To support a proposal to bring additional PCOA provisions into force, in June 2021, the ministry consulted informally with key stakeholders on further expanding the Condominium Authority Tribunal's (Tribunal) jurisdiction to include certain disputes related to nuisances. In Fall 2021, the ministry brought forward for government consideration, and received approval of, a proposed proclamation order-in-council, to empower the Tribunal to resolve nuisance-related disputes effective January 1, 2022.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | According to its implementation plan, the ministry plans to bring forward for the government's consideration additional proposals in phases, each year following 2021, while recognizing that the government's priorities may change in the future. |
| 18                       | To provide a centralized access for the condominium community, including condominium owners, as well as to potentially increase the efficiency and cost-effectiveness of the Condominium Authority of Ontario and the Condominium Management Regulatory Authority of Ontario, we recommend that the Ministry of Government and Consumer Services conduct its | <p>On August 12, 2021, the Minister sent a letter to the Condominium Authority of Ontario asking them to host consultations in Summer-Fall 2021 on, among other things, positioning the Condominium Authority Tribunal outside of the Condominium Authority of Ontario.</p> <p>The ministry has developed an implementation plan and provided the Office</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | According to its implementation plan, the ministry will conduct an analysis as specified in Recommendation 18 in 2024.                                                                                                                              |

| Auditor's Recommendation |                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completed Undertaking                                                                                                                                                                                                                                                                                                                                                                                                    | Outstanding Undertaking (including Timeline)                                                        |
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|                          | <p>own comprehensive analysis of having one instead of two authorities that includes:</p> <ul style="list-style-type: none"> <li>a) the costs and benefits of having a single point of contact to address public complaints and inquiries, provide training, maintain a public registry and conduct inspection and investigation; and</li> <li>b) positioning the Condominium Authority Tribunal outside of the new authority.</li> </ul> | of the Auditor General of Ontario implementation timelines (see right column).                                                                                                                                                                                                                                                                                                                                           |                                                                                                     |
| 20                       | <p>In order to meet the administrative requirement between the Minister of Government and Consumer Services (Ministry) and the Condominium Management Regulatory Authority of Ontario (Management Regulatory Authority), we recommend that the Ministry reach an agreement with the Management Regulatory Authority on appropriate performance measures regarding fulfilment of its mandate.</p>                                          | <p>The ministry is currently reviewing the Condominium Management Regulatory Authority of Ontario's performance measures, as part of a broader review of the performance measures of most administrative authorities under the ministry's oversight.</p> <p>The ministry has developed an implementation plan and provided the Office of the Auditor General of Ontario implementation timelines (see right column).</p> | <p>According to its implementation plan, the ministry will implement Recommendation 20 in 2021.</p> |