

GRADUATED LICENSING ACTIVITIES

Level 1

S = Supervised

Y = Can carry out the function

N = Cannot carry out the function

Condo Board Meetings

Preparation of meeting materials

This includes preparation and distribution of meeting materials.

S

Attending board meetings

The licensee can attend, but a mentor must be the main representative of the brokerage at the meeting.

S

Taking minutes

If appropriate, they can take the minutes and have their work reviewed by their mentor.

S

Taking part in discussions

They can participate in discussions to the degree that their mentor is comfortable.

S

Providing advice

The licensee can attend but is not to provide advice.

N

AGM Meetings

Preparation of meeting materials

This includes preparation and distribution of meeting materials.

S

Doing registration of unit owners and proxies

Mentor would need to train them on the process prior to attending an AGM

Y

Taking minutes

When appropriate, they can take the minutes and have their work reviewed by their mentor.

S

Answering questions from the floor

They may not respond to any questions.

N

Chairing the meeting

They may not accept a request from a board to chair the meeting

N

Management Service Agreements

Drafting of service agreements	They can work with a mentor in learning the ins and outs of creating service agreements for various types of condo corporations	N
Discussion of service agreements – proposal requests	They cannot discuss service agreements with board members or respond to proposal requests	N
Finalizing service agreements	They cannot be involved in finalizing a service agreement with a condo corporation	N

Miscellaneous

Carrying out board directives	This cannot be anything that conflicts with other restrictions under Phase 1	S
Dealing with charges/remuneration for supplementary services	No involvement is permitted. May observe what their mentor does	N
Assisting with transition from or to another condo management brokerage	They may coordinate with another brokerage the transfer of information, documents and property of the condo corporation involved	Y

Condo Unit Owners

Answer condominium owner general enquiries	This must be closely monitored by their mentor and would be subject to the abilities and background of the manager	S
Deal with unit owners on issues regarding tenants	This must be closely monitored by their mentor and would be subject to the abilities and background of the manager	S
Deal with emergency issues that arise	They should observe their mentor and not be the point of contact for emergency decisions	N

Dealing with Late Contributions

Discussions with board regarding arrears/ caveat process	They should observe their mentor and not respond to board enquiries	N
Dealing directly with unit owners disputing their status	They should observe their mentor and not respond to unit owners	N

Bylaw and Rules Enforcement

Discussions with board re fines	They should observe their mentor and not respond to board enquiries	N
Giving direction for notices to be sent out	This can be done under supervision of their mentor once they understand the procedures followed by the brokerage	S
Giving direction for fines to be sent out	This can be done under supervision of their mentor once they understand the procedures followed by the brokerage	S

Service Providers

Developing the terms for the quotes required by the board	This can be done under supervision of their mentor once they understand the procedures followed by the brokerage
Signing/executing of contracts	They are not to execute any contracts on behalf of condo corporations
Monitoring contract progress	This can be done under supervision of their mentor once they understand the procedures followed by the brokerage
Liaise with the board that the work has been completed satisfactorily	This can be done under supervision of their mentor once they understand the procedures followed by the brokerage

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Financial

Explaining and answering general bookkeeping functions	This can be done under supervision of their mentor once they understand the bookkeeping system and procedures followed by the brokerage
Explaining and answering questions on monthly financials	This can be done under supervision of their mentor once they understand the bookkeeping system and procedures followed by the brokerage
Signing authority on accounts	They must not have signing authority on either brokerage trust or corporation bank accounts
Explaining and answering questions regarding recording/depositing of client money	This can be done under supervision of their mentor once they understand the bookkeeping system and procedures followed by the brokerage
Discussing fund investment options with the board	They may research and discuss the options with the board under the supervision of their mentor
Invest corporation funds	They must not have authority to invest corporation funds
Presenting the corporation's annual budget to the board	They can participate with their mentor in developing the budget, but they cannot present it to the board. They should observe their mentor's approach at presenting the budget

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General

Act as a go between condo manager and board	They can relay information back and forth between their mentor and the board, but cannot initiate any actions on their own
Conduct a general inspection of properties' common areas	They can learn the policies and procedures of the brokerage and carry out inspections under the supervision of their mentor
Order items or routine repairs	They can learn the policies and procedures of the brokerage and carry out ordering items or routine repairs under the supervision of their mentor
Liaising with board the procedures regarding utility rooms/common property areas	They can learn the procedures from their mentor and carry them out under their mentor's supervision
Approving brokerage marketing materials	They cannot approve any marketing materials or marketing communications

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Answering questions from non-owners/tenants	When the mentor is comfortable with their knowledge and capabilities they can answer questions	S
Ensuring corporation records are complete and properly maintained	They can learn the procedures requirements of the corporations and the brokerage and carry out this activity under the supervision of their mentor	S
Ensuring the website portal for board members/unit owners is current	They can learn the procedures requirements of the corporations and the brokerage and carry out this activity under the supervision of their mentor	S
Responding to information contained on the portal/website	When the mentor is comfortable with their knowledge and capabilities, they can answer questions	S
Signing information statements, estoppels, caveats	They cannot sign any documents on behalf of the brokerage or corporation	N
Presenting and discussing insurance options with the board	They can work with their mentor in exploring options, but cannot discuss them with the board	N
Place insurance on behalf of condominium corporation	They cannot finalize any insurance arrangements on behalf of a corporation	N

Unlicensed Activities

The following activities are ones that do not require a licence. However, all these items are part of condominium management, and a condominium manager should be very knowledgeable of all the functions and processes in condominium management. As a knowledgeable professional, condo managers should understand the functions administrative staff are responsible for. They should also be able to answer questions from condo board members and unit owners as to how various administrative functions are carried out.

Registering documents with Land Titles	They should learn the process for registering documents at Land Titles. This should also include actually doing the registration of the document(s) a few times.
Responding to after hour service calls	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Prepare and send out arrears letters	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Sending out caveat warnings	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Signing off on caveat notifications	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Provide access to common areas for service providers carrying out work	They should understand brokerages procedures
Open condo units for service providers with owner consent	They should understand brokerages procedures
Setting up client files	They should understand brokerages procedures
Act as a courier to deliver or pickup documents and keys	They should understand brokerages procedures
Post notices in buildings/elevators	They should understand brokerages procedures
Answer and/or forward general calls and emails	They should understand brokerages procedures
Copy keys for brokerage client common areas or storage	They should understand brokerages procedures
Program fobs/openers, intercoms for building access	They should understand brokerages procedures
Secure public documents from the courthouse, utilities, services, etc.	They should understand brokerages procedures
Prepare/provide documents under Sec. 44 and Reg. 20.52 of the CPA Act* <ul style="list-style-type: none">• uploading them to a website• providing them to an owner, purchaser or mortgagee	They should learn the process for registering documents at Land Titles. This should also include actually doing the registration of the document(s) a few times.
Prepare and send correspondence	They should understand the brokerage's standards
Witness documents	They should understand brokerages procedures
Notify unit owners of insurance changes	They should understand brokerages procedures

GRADUATED LICENSING ACTIVITIES

Level 2

S = Supervised

Y = Can carry out the function

N = Cannot carry out the function

Condo Board Meetings

Preparation of meeting materials	This includes preparation and distribution of meeting materials.	Y
Attending board meetings	The licensee can attend, but a mentor must be the main representative of the brokerage at the meeting.	S
Taking minutes	If appropriate, they can take the minutes and have their work reviewed by their mentor.	Y
Taking part in discussions	They can participate in discussions to the degree that their mentor is comfortable.	Y
Providing advice	The licensee can attend but is not to provide advice.	S

AGM Meetings

Preparation of meeting materials	This includes preparation and distribution of meeting materials.	Y
Doing registration of unit owners and proxies	Mentor would need to train them of the process prior to attending an AGM	Y
Taking minutes	If appropriate, they can take the minutes and have their work reviewed by their mentor.	Y
Answering questions from the floor	They may respond to any questions to the degree that their mentor is comfortable.	S
Chairing the meeting	They may accept a request from a board to chair the meeting to the degree that their mentor is comfortable.	S

Management Service Agreements

Drafting of service agreements	They can draft agreements for various types of condo corporations for review by their mentor	S
Discussion of service agreements – proposal requests	They can discuss service agreements with board members or respond to proposal requests to the extent their mentor is comfortable	S
Finalizing service agreements	They cannot be involved in finalizing a service agreement with a condo corporation	N

Miscellaneous

Carrying out board directives	This can as long as it is not anything that conflicts with other restrictions under Phase 2
Dealing with charges/remuneration for supplementary services	If the mentor believes they are knowledgeable in this area they can carry out this function under supervision
Assisting with transition from or to another condo management brokerage	They may coordinate with another brokerage the transfer of information, documents and property of the condo corporation involved

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Condo Unit Owners

Answer condominium owner general enquiries	No issues
Deal with unit owners on issues regarding tenants	If the mentor believes they are knowledgeable in this area they can carry out this function under supervision
Deal with emergency issues that arise	If the mentor believes they are knowledgeable in this area they can carry out this function under supervision

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Dealing with Late Contributions

Discussions with board regarding arrears/ caveat process	If the mentor believes they are knowledgeable in this area, they can carry out this function under supervision
Dealing directly with unit owners disputing their status	If the mentor believes they are knowledgeable in this area, they can carry out this function under supervision

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Bylaw and Rules Enforcement

Discussions with board re fines	If the mentor believes they are knowledgeable in this area, they can carry out this function under supervision
Giving direction for notices to be sent out	If the mentor believes they are knowledgeable in this area, they can carry out this function under supervision
Giving direction for fines to be sent out	If the mentor believes they are knowledgeable in this area, they can carry out this function under supervision

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Service Providers

Developing the terms for the quotes required by the board	They can follow the brokerages policies for developing terms for quotes
Signing/executing of contracts	They cannot execute contracts on behalf of the brokerage or corporations
Monitoring contract progress	They can oversee contractors/service providers under the supervision of their mentor
Liaise with the board that the work has been completed satisfactorily	They can report to the board under the supervision of their mentor

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Financial

Explaining and answering general bookkeeping functions	At this stage they must be versed in the bookkeeping processes of the brokerage
Explaining and answering questions on monthly financials	At this stage they must be versed in the bookkeeping processes of the brokerage
Signing authority on accounts	They cannot be a signatory on brokerage trust or corporation bank accounts
Explaining and answering questions regarding recording/depositing of client money	At this stage they must be versed in the funds handling processes of the brokerage
Discussing fund investment options with the board	This can do if their mentor is satisfied they have the requisite knowledge
Invest corporation funds	They cannot invest funds on behalf of corporations
Presenting the corporation's annual budget to the board	This can do if their mentor is satisfied they have the requisite knowledge

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General

Act as a go between condo manager and board	No restrictions
Conduct a general inspection of properties' common areas	No restrictions
Order items or routine repairs	No restrictions
Liaising with board the procedures regarding utility rooms/common property areas	No restrictions
Approving brokerage marketing materials	They can prepare marketing materials which are to be reviewed by their mentor
Answering questions from non-owners/tenants	No restrictions
Ensuring corporation records are complete and properly maintained	No restrictions
Ensuring the website portal for board members/unit owners is current	No restrictions
Responding to information contained on the portal/website	No restrictions
Signing information statements, estoppels, caveats	They cannot sign documents on behalf of the brokerage or corporations
Presenting and discussing insurance options with the board	They can present options to the board under the supervision of their mentor
Place insurance on behalf of condominium corporation	They cannot finalize insurance on behalf of corporations

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Unlicensed Activities

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Registering documents with Land Titles	They should learn the process for registering documents at Land Titles. This should also include actually doing the registration of the document(s) a few times.
Responding to after hour service calls	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Prepare and send out arrears letters	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Sending out caveat warnings	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Signing off on caveat notifications	They should understand brokerages procedures in detail so they can answer questions from board members or unit owners
Provide access to common areas for service providers carrying out work	They should understand brokerages procedures
Open condo units for service providers with owner consent	They should understand brokerages procedures
Setting up client files	They should understand brokerages procedures
Act as a courier to deliver or pickup documents and keys	They should understand brokerages procedures
Post notices in buildings/elevators	They should understand brokerages procedures
Answer and/or forward general calls and emails	They should understand brokerages procedures
Copy keys for brokerage client common areas or storage	They should understand brokerages procedures
Program fobs/openers, intercoms for building access	They should understand brokerages procedures
Secure public documents from the courthouse, utilities, services, etc.	They should understand brokerages procedures
Prepare/provide documents under Sec. 44 and Reg. 20.52 of the CPA Act* <ul style="list-style-type: none">• uploading them to a website• providing them to an owner, purchaser or mortgagee	They should learn the process for registering documents at Land Titles. This should also include actually doing the registration of the document(s) a few times.
Prepare and send correspondence	They should understand the brokerage's standards
Witness documents	They should understand brokerages procedures
Notify unit owners of insurance changes	They should understand brokerages procedures