



MEDIA STATEMENT -- FOR IMMEDIATE RELEASE

Ontario Government Urged to Address Safety and Security in Condominium Communities

Toronto, ON, December 15, 2023: The **Association of Condominium Managers of Ontario (ACMO)**, the **Toronto & Area Chapter of the Canadian Condominium Institute (CCI-T)**, and the **Community Associations Institute (CAI) Canadian Chapter** have not forgotten the tragic events at Bellaria Residence on December 18, 2022. Today we released a letter to the Premier of Ontario, the Attorney General of Ontario, and the Minister of Public and Business Service Delivery requesting that they consider implementing procedures that shield the personal addresses of condominium owners and directors while safely facilitating the necessary communication between owners. To read the letter [follow this link](#).

This is just one of many initiatives currently underway. In the coming months we will be issuing a series of recommendations for legislative reform and improved resources to better protect personal safety in condominiums, educational resources on mental health and conflict de-escalation, and best practices and policies to improve condominium governance.

Condominiums are a microcosm of society governed by volunteer directors who are legally mandated to enforce the governing documents of the condominium corporation and endeavour to protect all residents of their community. To do so, they take the advice of various professionals and attempt to investigate and address the unique issues and concerns of their owners. Disputes are not uncommon and can be particularly complex and challenging to resolve in condominiums because parties to a dispute share the same home.

As a result of the 2022 deaths and injuries, and a rising tide of financial stress in condominiums, condominium directors sometimes fear getting involved in disputes, enforcing rules, and even serving on their board. This is unfortunate as the 12,400+ condominium corporations in Ontario necessarily rely on the service of volunteers to provide governance to their communities.

We call on the Ontario government and industry regulators to implement legislative reform and provide additional resources to better protect all parties within condominium communities and offer the expertise of our organizations to assist in this process.

We are prepared to help the media better understand the Condominium industry and the particular safety concerns it faces.

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About the Canadian Condominium Institute (CCI)

CCI is the largest Canadian condo association dealing exclusively with condominium issues affecting all of the participants in the condominium community. The chapters throughout Canada provide practical comparisons to the different provincial condominium legislation and allow us to



work with various levels of governments for better reforms based on practical experience. CCI assists the association membership in establishing and operating successful condominium corporations through education, resources, seminars and referrals to expert assistance. CCI does not represent any one profession or interest group. Rather, it represents all facets of the condominium community, encouraging all interest groups to work together towards one goal.

About The Association of Condominium Managers of Ontario (ACMO)

ACMO is the voice of condominium management in Ontario and the only professional association solely dedicated to supporting, educating, and promoting condominium managers and management firms. Since 1977, we have cultivated an engaged learning community of more than 1,700 members pursuing excellence in the field of condominium management. ACMO offers connection to a community where members have opportunities to develop professionally, advance their collective interests, and increase their value to employers and clients. We provide professional designations, continuing education, resources, expertise, networking and advocacy while adhering to higher standards that go beyond the minimum licensing requirements. We are ACMO – Elevating Condominium Management.

About The Community Associations Institute (CAI)

CAI is an international membership organization dedicated to building better communities. With over 45,000 members, CAI has 63 chapters worldwide, including Canada, the Middle East and South Africa, and relationships with housing leaders in a number of other countries, including Australia and the United Kingdom. CAI provides information, education and resources to the homeowner volunteers who govern condominiums and the professionals who support them. CAI members include association board members and other homeowner leaders, condominium managers, condominium management companies and other professionals who provide products and services to condominiums.

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