



## Condominium Board Success Guide

One of the best ways to contribute to your condominium's success is to volunteer to join the Board of Directors during the Annual General Meeting. Serving on a condominium Board can be thankless and occasionally time-consuming but it is a rewarding endeavor and can lead to fantastic improvements throughout your property.

There are 5 main roles for Board Members:

- President
- Vice-President
- Treasurer
- Secretary
- Member at Large

In this article, we will detail each role and how they individually and collectively assist with running a successful condominium.

### **All Board Members must:**

- Act honestly and in good faith
- Exercise care, diligence, and skill that a reasonable person would exercise in similar circumstances
- Avoid conflicts of interest by disclosing any conflict to the Board and excusing themselves from voting on such matters
- Abide by the law, including the Condominium Property Act of Alberta, the Condominium Property Regulations, and the Corporation Bylaws, and
- Must act fairly and consider the interests of others

### **Board President**

As the head of the condominium Board, the President is the first point of contact and in charge of delegating tasks to the other Board Members and ensuring all Directors have the resources required to do a great job. As the Chair of the Board, the President also leads the Board Meetings and Annual General Meetings, and must also mediate and oversee any Resident conflicts or conflicts between the other Directors

### **Vice President**

As second in command to the Board President, the Vice-President assists with keeping things on track and assuming the role of Chair if the President cannot perform their duties. The Vice President may also oversee committees and be included in the first point of contact for correspondence



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## **Treasurer**

As the financial record-keeper of the property, the Treasurer is integral to reviewing the Corporation's Financials and Audits. The Treasurer must work with the Board Members and Property Manager to ensure that everything is in line and accurate, and invoices are reviewed and paid in a timely manner

## **Secretary**

The Secretary is the record-keeper for the Corporation tasked with taking Minutes at Board Meetings and Annual General Meetings. The Secretary ensures that proper record-keeping is observed, and Minutes are approved by other Board Members in a timely fashion

## **Member at Large**

Members at Large are not assigned a specific role but may fulfil any other duties that are not defined. Members at Large must be active participants in the complex business and ensure that they are staying on top of any discussions and requested approvals

So you've volunteered to join the Board, what now? Whether you're new to the Board or a seasoned Director, reviewing these tips can help lead your Board to success:

- *Stay Informed* – During some projects, your email inbox may fill up with discussions amongst Board Members, Managers, and vendors alike. While it may seem overwhelming, it is important for all Board Members to review the correspondence in full so they can actively participate in the project. All Board Members must be sure they have all the necessary documentation to make informed decisions and not be afraid to ask for assistance from other Board Members or the Manager if they are unfamiliar or confused about any of the Corporation's dealings. Board Members should all review the Minutes and the Agenda prior to attending the Board Meetings and ensure that they are attending all Meetings of the Corporation
- *Be Proactive* – While Board Members cannot anticipate everything, Directors must ensure that they are familiar with annual and regularly scheduled maintenance and communicate that to Owners, if necessary. For example, you may wish to send Fire Safety reminders as the cold weather approaches or make sure things like eaves cleaning are scheduled in and ready to go prior to seasons changing
- *Boundaries* – Board Members are often approached by Residents asking for updates on ongoing maintenance or any concerns they may have. While some Board Members are comfortable with these interactions, others may find it to be disruptive to their own quiet enjoyment and recreation. Board Members should establish healthy boundaries with Residents and not be afraid to gently direct the Resident to the Management Company for clarification



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- *Call to Action* – Board Members must stay consistently informed as much as possible as unexpected tasks and projects can often arise. Board Members must be ready to jump into action when called upon. Board Members must also keep an open mind and consider numerous possibilities and approaches to disputes or maintenance items, and respect other opinions, even if they differ from their own

In addition to the roles presented, Board Members may also form special committees addressing specific ongoing maintenance issues, landscaping, social events, and major projects.

In summary, Boards are made up of many different people and personalities and it's important that the Board is able to work well together and consider all perspectives to the benefit of the community overall. Board Members may be volunteers but their time and effort is invaluable and prospective Board Members must ensure that they are able to dedicate their time to assisting with the property.

For more information on how to join the Board and contribute to your property's success, please contact our office at 403 239 6390.