



Lessons Learned as Professionals

By Anne Horruzey, RCM

So, what's it like to be a manager in 2018 under a revised *Condominium Act*? This is the talk of 2018 for all managers, directors, residents of condominiums and many others in this industry.



It's a good question with all the new regulations coming our way. I have had the great fortune to learn many a rule, many a skill and made many a mistake over my years in property management, but one thing I have learned is if you make a mistake however big or small, own it, learn from it, aspire not to make it again. Now that we are going to be seen as professional managers, we need to keep this in mind. We all make mistakes, but it doesn't have to mean we will make that mistake again. Professionals in all fields work

with the understanding that we are all human and will make mistakes, but if we own and respect them, we learn and show the world how professional condominium managers work. Most of us work with a great team that we respectfully call our employer, who all have a broad range of knowledge, and many areas of expertise that we can rely on and utilize. They are your everyday mentors that never fail to assist you to be the best professional manager you can be.

I remember what now seems like a lifetime ago when the present Act was coming into force and how our employers put on seminars, and the lawyers in the business put on seminars and how many weekends we gave up to learn the new Act. So in 2017 and now into 2018 we are doing the same. A good manager knows the education process is ongoing. Continuing

education also helps us be recognized as professionals.

As managers we all need to learn strong people skills. Some residents will come into your office as sweet as pie one minute and then the next – well you know what we mean. Managers carry so much on our shoulders and sometimes never get acknowledged, other than it is our job. By the way, this is not an easy skill to learn; it tries our patience, it causes us to lose our tempers and often over the smallest detail. Take a deep breath and relax before speaking or losing your cool over something so small it's really not worth it at the end of the day. The more we improve our skills the better we can manage the affairs of the corporation and keep the corporation, but most importantly the residents, happy.

Along with all our daily routine we always encounter something outside our

agenda which often makes it very hard to allocate our time properly, and we end up sitting at our desks for long hours, and it's not even BOD monthly meeting night. Strive to do your best to get your work done during office hours and don't stay late – you need to spend quality time with your family and friends. Find that perfect balance.

sure we have everything in order and we find out we don't. Learn from it because sooner or later we will find ourselves right back in the middle of the same scenario. Oh yes, it does happen. GTA condominiums have been around for a long time, and some of the buildings are now showing their age. I presently manage a 32-year-old

of the country). Although these floods are insurance claims, we learn how many residents don't have insurance. I can't stress enough the need to encourage all residents to have insurance to cover these accidents. Try to get your residents to install new supply lines to their aging toilets to help reduce unwanted accidents. I bring this to your attention in hopes that the more we are proactive as managers, the more we can help our communities and minimize our stress levels and free up our time.

As a manager in a new era under a revised Act, let's show our communities our best professional side. Let's all strive to be our very best and show the respect we have for ourselves and for others. Enjoy your chosen profession and be proud of what you do. It is truly a rewarding profession and one that I have enjoyed for a number of years! ■

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Property management is a very demanding career choice and one that you should take pride in. Every error we make leads to a lesson learned. Every leak, every flood, every burst pipe is a challenge to repair, to clean up and to restore. We strive to make

building and we are going through major plumbing issues. One of the biggest items on the list is toilet hose valves and supply lines. Once they burst, the water starts flooding down into other suites (usually when the resident is sound asleep or even out

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