



Bishnu Aryal, RCM

City Sites Property Management Inc.
Year entered the profession: 2008
Year RCM obtained: September 2011

Other education: Master's Degree in Business Administration and Bachelor's Degree in Law (Nepal). Human Resources Management Graduate Certificate (George Brown College) and Condominium Management (Humber College).

Mentor(s) in the industry: I am fortunate to learn so much from so many great minds in the industry including current and past board members, lawyers, auditors, supervisors, employees and seasoned contractors. Many thanks to them. To add, Paul Enders and Scott Newhouse helped me develop my career inside the industry.

Licensing for condominium managers is now a reality. How will a licence benefit your career as an RCM? What impact might this have for all condominium managers in Ontario? Licensing has established that condominium managers are professionals like any other field. Managers' expertise are well received in the industry. Licensed managers with an RCM designation will benefit from wider acceptance from the

owners as their key stakeholders to take care of their homes and/or investments.

What path brought you to a career as a condominium manager? How has your membership in ACMO helped you in your career? With past experience as a management executive in different corporate contexts, I was looking to expand my career to the next level. I met a senior executive of a property management company who was impressed by my business educational background and professional track record. He offered me the job of administrator in 2008 and I have never looked back.

Tell us about a personal success story on the job. For about two years, I was a part of the founding team of a boutique condominium property management company in Toronto where I was its vice president in charge of operations and business development. Within this short period, the company was able to establish its presence in the market.

What's your biggest challenge as a manager? What's your favourite part of the job? Every day is full of surprises;

conflicting schedules and setting up the priorities are challenges that every manager faces on a day-to-day basis. When I go home after a full day of activities, I feel good that I am a part of a profession helping people live better.

Best business advice you ever received. You never lose, whether you win or learn. I am learning every day and growing every day.

What recent project that you completed can we highlight? As a property manager, I was involved in so many capital expenditure projects in the past like window replacement in an entire building, hydro sub-metering, fire panel replacement, replacement of booster pump, etc. The most recent one was the replacement of fire panel. The building was old and the panel was giving frequent trouble alarms and needed multiple service calls. Sometimes, parts were also not easily available. After the replacement with new panel and related parts, these problems were solved. ■



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