



**Mary Rose Darmanin, RCM**

Crossbridge Condominium Services Ltd.  
 Year entered the profession: 2012  
 Year RCM obtained: 2017

**Other education:** Leading Responsi-  
 bly (Humber 2014)

**Mentor(s) in the industry:** Rebecca  
 Di Melo, Laurie Adams

**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?** Licencing of condominium  
 managers will raise the standards of  
 this carrier in the industry. Property  
 managers must now have the required  
 mandatory education in order to  
 perform their daily duties, and are  
 expected to continue furthering their  
 knowledge of the industry through

resources provided by ACMO, their  
 employer and otherwise. This gives  
 the re-assurance to owners and Board  
 members that their investment is being  
 well-managed and protected by a true  
 professional, in the best interest of all  
 stakeholders.

**What path brought you to a  
 career as a condominium manager?**  
 I worked in the customer service indus-  
 try for well over 20 years, and when the  
 last company I worked for decided to  
 downsize, I thought of amalgamat-  
 ing my people skills with something I  
 always had my eyes on since the time  
 I had achieved my real estate licence  
 years before. I always had a passion of

being around people, to help out in any  
 way possible in order to resolve issues  
 and embrace new challenges.

**How has your membership in  
 ACMO helped you in your career?** I  
 started out with ACMO as a student,  
 taking all courses and venturing out  
 to the luncheon seminars whenever  
 possible, taking the opportunity to  
 meet prospective employers, learn  
 more about the industry and network-  
 ing. ACMO always helped me to  
 broaden my knowledge, familiarize  
 myself with what's new in the industry  
 and keep myself in tune with any new  
 legislation and industry ethics which  
 I would then be able to share with the



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Board members to further educate and assist them with making the right decisions when required.

**Tell us about a personal success story on the job.** I currently work in a demographically seniors' building and one exceptional owner, Bob Miller, approached me to enquire if there's anything we can do to create some sort of an alternative outdoor activity, besides tennis, for those owners who are not so agile. I suggested Italian Bocce and Mr. Miller seemed to like the idea. With the approval of the board, I went and bought a set of Bocce and notices were posted. Response was greater than we had expected, to the point that we had to buy another set. A Bocce League was formed and games started on a weekly basis. It was such a feeling of pleasure and fulfilment seeing all these seniors out in the warm summer months, enjoying the sunshine and the company of their new friends. They were so grateful that I had helped them to make this happen. We also organized an end-of-the-season barbecue and this is when we decided to organize indoor games for the winter. We now have ping-pong, billiards, darts, toss-a-bean-bag and shuffleboard leagues on a weekly basis until Bocce starts again in May.

**What's your biggest challenge as a manager? What's your favourite part of the job?** My biggest challenge is saying "no" to owners' requests. As I mentioned, most are seniors and on their own, so I go out of my way to help them out in any which way possible. The building itself is fairly old too so there's always projects and retrofits presenting themselves to upgrade the building to code. My favourite part is making owners happy and accomplishing projects to ease their needs, such as installing of door operators on each and every door, back and front, leading to the lobby elevators, making it easier for them to handle when using walkers and wheelchairs.

**Best business advice you ever received.** Being a property manager is not easy. A lot is expected of us, more than we ever imagined. One just needs to keep abreast of what's going on in the industry, take it day by day and do one's best to ensure that we are prepared for what's to come in order to serve our clients in the best way possible. It is more of a passion than a job or a pay cheque. At the same time, remember to lead a balanced life – make time for your family and personal well-being. ■

## Spotlight

We recently decided to go ahead with an LED retrofit of all the lights in the garage, stairwells, basement hallways, swimming pool area and lobbies. Residents are quite happy to see the bright lights in the garage now – makes a big difference, not to mention the dollars in savings on a yearly basis, which will eventually do wonders with our budgeting. At the same time, we also replaced our domestic water booster pumps to a more energy/cost efficient model which will also add to the energy savings in the long run. For both these projects, we qualified for the SaveOnEnergy rebates, resulting in a bonus on our revenue as well. Last but not least, we have initiated the Electric Vehicle project, installing the infrastructure to support the first 16 electric vehicle chargers, which will be sold by the corporation individually to owners when the demand occurs.



Top: Mary Rose and the condo's staff enjoy the Christmas luncheon. Left: New domestic water booster pumps are now more energy and cost efficient. Above right: Thank you for setting up Italian-style outdoor Bocce. Photos supplied.