

May 5, 2020

Dear Board of Directors

Re: Volume of Communications

I last wrote to you on April 8, 2020 to let you know how ACMS is responding to the COVID-19 Pandemic we now find ourselves immersed in. That correspondence addressed multiple issues such as:

- Safeguarding our staff and clients
- Continuation of business services to you
- Social Distancing / Alternative Payment Options
- Recommendations for Building Operations
- After Hour Emergencies
- Meetings: Owners, Boards, AGM's, SGM's etc.

Today, I would like to speak to you about my Team, and specifically your Condominium Consultant. As we all know, this current period of uncertainty has made it exceptionally difficult to set business priorities. All of our Condominium Consultants have been working remotely from home for over a month now using the latest technology to ensure that you can continue to reach them and they can continue working on your property matters. Please continue to contact us as you normally would, by phone or email.

At the same time there has been a definite increase in the number of condo owners working from their homes as well. Not surprisingly we have seen a significant growth in email traffic to our Consultants from many of these owners about a variety of matters. These issues range in importance from somewhat important to relatively minor – very few are of a major or urgent nature. This uptick in email traffic is compromising the amount of time the Consultant can devote to the issues at your property which truly are urgent and important such as contract renewals, arranging exterior work, etc.

Examples:

- Noise of children playing in units or common area;
- Visitor parking violations;
- Dog feces

I would once again like to recommend several communication strategies designed to maximize efficient use of everyone's time when it comes to resolving issues and concerns at your property:

1. Owner's should be encouraged to address all their concerns to ACMS in writing;
2. Issues of concern at the Board level should be fully considered by Board members first before bringing the matter to the Consultant. Boards are encouraged to appoint one person only to communicate the Boards' thoughts to the Consultant, and this would include ongoing dialogue and questions throughout the duration of a matter. It is far more efficient for the Consultant to respond to all inquiries through one Board Member, than responding to multiple questions coming from many Board Members at the same time.
3. We are very near completion of the Owner Portal on the ACMS Website and we know this will provide a helpful tool to Owners wishing to quickly action a matter by creating a case. Within minutes the Consultant will be alerted to the case - another helpful step in reducing email traffic jams and efficiently communicating a legitimate concern to ACMS.

I trust you will take this matter to heart as I have to ensure the well-being of my Consultants through this unprecedented time. In the meantime, please know that I am regularly in touch with all Consultants and we meet weekly through virtual facetime for ongoing business matters and team building.

Finally, please visit our website at www.acms.ca and click on COVID-19 to access a list of excellent articles which will answer many of your questions and provide excellent guidance for your ongoing personal and corporate health and wellbeing as condominium owners.

We hope that you and your families stay safe and healthy. Should you have questions about this matter, please do not hesitate to contact us.

Yours Truly,



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President/Owner
Accredited Condominium Management Services