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Association of Condominium Managers of Ontario (ACMO)

**Condominium boards of directors often face the daunting task of hiring a manager or management firm to handle the day-to-day operations of their communities, and often the task can seem insurmountable in the beginning.**



## Association Of Condominium Managers Of Ontario

It is important to find the right person to manage your condominium community, because as a board member, you will work closely with your manager on a number of projects impacting your home and the homes of your fellow owners. If you are a first-time board member, you will rely on this person to educate you on your responsibilities and guide you through often intricate procedures.

Both you and your manager need to trust one another to operate ethically, responsibly, and professionally for the sake of protecting your most valuable assets – your home and your manager’s career.

### Where do you start?

Many boards of directors contact the Association of Condominium Managers of Ontario (ACMO) for guidance in hiring a manager or firm. Obviously,

any manager or management company must be licensed. We start by suggesting that in addition to a licence, that condominium corporations consider working with a manager with the Registered Condominium Manager (RCM) designation and/or an ACMO 2000 Certified firm.

### What is an ACMO 2000 Certified Firm?

The ACMO 2000 Certification Program requires management firms to develop systems based upon four key operational areas including:

- **internal management,**
- **board relations,**
- **supplier relations, and**
- **field operations**

Firms obtaining ACMO 2000 Certification adhere to a rigorous>>>

# A LEVEL OF SERVICE ABOVE THE REST



It's more than a condominium. It's one of your biggest investments – and your home. Shouldn't every aspect of it be of the highest quality?

For more than 40 years, ACMO has worked to improve the quality of the condominium management profession. With access to Ontario-specific education and a strong network of professionals, condominium managers with the RCM designation provide a higher level of service to you, your fellow residents, and the industry as a whole.

Bring a higher standard home. Choose a manager with the Registered Condominium Manager designation. | [ACMO.org](https://www.acmo.org)





>>> auditing process every three years to ensure continued compliance with ACMO's standards. ACMO 2000 Certification is voluntary with 42 firms certified in Ontario as of September 2018.

### **What is the difference between the government-issued licence and the RCM designation?**

Beginning in November 2017, all condominium managers and management firms in Ontario must possess a licence. Both the General License holder and Registered Condominium Manager (RCM) have completed required ACMO educational courses in each of the profession's core competency areas: Condominium Law, Condominium Administration and Human Relations, Financial Planning, and Physical Building Management. In addition, both have completed the mandatory minimum experience criterion. Those with Limited licenses have specific restrictions upon the tasks they are permitted to perform and require direct supervision by a General licensee. Those with Transitional licenses have a time limit imposed on them during which they must complete the required courses or challenge exams.

Managers holding the Registered Condominium Manager (RCM) designation have gone a step beyond the licensing requirements. RCMs have chosen to sit for a comprehensive professional

examination. In addition, maintenance of the RCM designation requires the completion of twenty hours of continuing education annually. Membership with ACMO also grants them access to education opportunities, networking events with industry professionals and vendors, and advocacy on behalf of the profession.

### **Why should you care if your manager holds the RCM designation or only the licence?**

RCMs are individuals who have chosen to go above and beyond the base requirements for the profession to set themselves apart from their colleagues. This choice is an indication of someone who is not satisfied with simply meeting the minimum requirements. They seek out and face challenges head-on in order to keep growing and learning. Through their membership with ACMO, they stay up-to-date on the latest industry news and best practices to keep them at the top of their profession.

### **What does the future hold for the industry and ACMO?**

ACMO is proud to have supported managers and the condominium community for over 40 years. Our education, networking, and advocacy have been developed by managers for managers seeking to ensure the professional management of the communities our members serve.

ACMO has been at the forefront of the conversation around licensing for condominium managers. We listened to boards of directors when they said they wanted managers to be licenced in order to bring more consumer protections to the industry. We listened to managers who wanted a regulated industry that would elevate the profession and allow their boards to feel secure knowing they were being managed by someone bound by enforced standards. And we listened to our members when they said they wanted a strong professional designation that would allow them to take their careers and their understanding of the industry to a higher level.

ACMO sees a bright future where delivering high quality education to managers is the backbone of our mission to support members, strengthening advocacy and government involvement is the driving force toward a respected profession, and building integrity is at the core of everything we do.

Visit our website to access the Checklist for Hiring a Condominium Management Firm and to subscribe to CM Magazine. ▶

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