

February 8, 2021

Re: Staff/Property Manager Performance/Incentives

The Board and Property Manager have been copied on e-mails relating to Staff and Property Manager monetary performance /incentives from the Condominium Corporation.

The Corporation is governed by a volunteer Board of Directors elected by the ownership. Day-to-day operations are managed by the Property Manager, who is hired and overseen by the Board. The Board and management work together to ensure that OCSCC 769 runs smoothly and efficiently.

We understand that there have been concerns raised recently about certain decisions taken by the Board including an alleged lack of transparency. As a result, we believe it is necessary to clarify some information about the Corporation's roles and responsibilities.

According to By-Law #1, the Board is responsible for the employment of personnel necessary for the maintenance and operation of the common elements and therefore the Board is required to set wages for the employees and any incentives they deem necessary or earned. The By-law also confirms that the Board is responsible for employing a manager at a compensation to be determined by the Board. As such, it is perfectly proper for the Board to make decisions related to the compensation of employees and the manager (including salary and performance/incentives).

This recognition of performance/incentives has always been included in the financial records of the Corporation, which any owner has the right to review by requesting such documents via the Request for Corporate Records form available online through the Condominium Authority of Ontario. Under no circumstances has the Board attempted to hide such information. Owners have requested information in the past and unless the request required a significant amount of time to gather said information, this was always provided without a formal request.

The Staff of the condominium have historically received a performance/incentive in December from the Corporation. The Staff also receives an annual performance review. These are discussed by the current Board (as it was with previous Boards).

The performance/incentive varies depending on the review and presenting circumstances.

The contract cleaners received a gift in 2020 from the Corporation acknowledging service beyond the scope of their job description and as a demonstration of gratitude. Throughout the pandemic the cleaners have done an excellent job keeping our community safe. At the outset, our regular cleaning staff worked 7 days a week to ensure the health and safety of the residents. Throughout this past year, they have cleaned high traffic areas more often helping to protect everyone in the building. We appreciate their assistance during this tough time and recognised their additional contributions.

The Property Manager has also received performance/incentives in the past to thank her for her dedication and additional service. Your Property Manager consistently performs beyond the specifications of our management contract with CMG. The current contract provides 10 hours/week of management services to OCSCC 769. On many occasions, the total hours exceed 10 and these are hours that could be invoiced to the Corporation. Yet we have not once been billed for the additional time since Kim Renwick joined this condominium. She is always available 24/7 for Staff and Board on urgent items and saves the Corporation significant expenses by running errands herself as opposed to paying multiple delivery charges every month. These are only some of the many reasons we appreciate the work she does for us.

Many owners give something to the Staff and/or the Property Manager in December. These are gifts from an individual, not a performance/incentive. The Board has prepared job descriptions for all Staff (available on our website) and performance is assessed against their job descriptions. The Property Manager undertakes a performance review each year with Staff at their year end and seeks input from the Board for the final assessment. This is a responsibility of the Board and the Property Manager. The Board assesses the performance of the Property Manager based on the terms of our contract with CMG. There are confidentiality provisions with respect to employees.

All amounts for performance/incentives are included in the financial records of the Corporation. The amount of compensation is identified in each monthly financial summary and in the final annual audited statements. The total performance/incentives processed in 2020 (a year of many challenges) amount to less than \$20 per unit for the year. It is not a substantial amount; however, the team we

have at OCSCC 769 works well together, supporting each other, and deserves our thanks. This is one way we show them our appreciation.

The overall issue of transparency of the Board's decisions has also been questioned. The Board is doing the best it can to ensure openness and fairness in its communications with owners and is reporting regularly on its decisions. There is always room for improvement. There was never an intent on the part of the Board to hide the performance/incentives. Previously personnel issues, including contract terms, were considered in-camera items for good reasons. Even then, the compensation to Staff and contractors has always been included in the financial summaries. Some personnel issues remain confidential and these will be respected.

Our next Board meeting is scheduled for March 11 at 10:00 a.m. likely via Zoom. In the meantime, should you have questions or concerns, you are asked to use the protocol established to contact the Board as described in the Owners' Handbook on page 13.

The difficult environment resulting from the COVID-19 has been trying for everyone, including our Staff, the Property Manager, and the Board. We pledge to continue to serve you as best we can; we request your understanding and cooperation in these onerous times.

Thank you for your continued support.

Your Board of Directors