



**NORTHSTAR**  
CONDOMINIUM MANAGEMENT

*yes, we care!*

**A Rising Star  
in Management  
Services**



## Contents

We are North Star Management.....	3
Onboarding Package .....	6
Annual Preventative Maintenance Planning .....	7
Project Management.....	8
What we offer? .....	9
References.....	10
Condominium Management Fee Proposal .....	11



# We are North Star Management

At North Star Management (NSM), we are passionate about Condominium Living. We understand the challenges and cherish the opportunities to enrich communities.

As a Canadian-based Company, we have the advantage of tailoring our processes to the individual needs of Corporations. Our structure is solid and yet not paralyzing. We know that there is not a one-size-fits-all solution for all Condominiums' challenges. Therefore, we take pride in providing individualized service that meets the Corporations' needs while still complying with the Condominium Act, 1998 (Act) regulations.

***We are  
experienced and  
passionate about  
what we do.***

## The industry challenges

There are more than 11,300 Condominium Corporations in Ontario today, with more than 890,000 condo units. On average, a licensed portfolio manager would manage 13 Condominium Corporations (or an average of 1,023 units). The same manager would have to deal with the owners' requests, auditors, Board & Owners meetings, accounting, negotiating and drafting contracts, conducting site inspections, and acting as the liaison between the corporation and the legal & engineering companies. In addition, the manager would have to attend training and educational programs to get up to date with the latest developments in the industry. Unfortunately, this workload would prevent any manager from being effective and providing real value for the properties that she/he manages.

## What sets us apart

**Our Business model** - As a Canadian-owned Corporation, we do not send profits overseas. This allows us to remove unproductive links from our structure and invest more in our managers. It is due to this fact, that our managers can keep a smaller portfolio of Corporations (sometimes up to 50% less than the industry average) without sacrificing any benefits. And this translates directly into more time, energy, and attention to dealing with the everyday challenges of the Corporations.

Our managers come from different backgrounds, like business, construction, contracting and much more. At North Star Management, we don't guess. We know what is required for any particular problem and we are there for you!



# yes, we care!



## Our standard of care

'Yes, we care' is more than a slogan to us. It is a principle that guides our daily work. It is this philosophy that has shaped our operations.

Below are just a few examples of how this translates in the service we provide.

- We strive to respond within 24 hours from the moment we are contacted from the residents.
- Based on our internal research we know that 73.2% of owners do not understand the importance of getting sufficient insurance coverage based on the Corporation Insurance policy (e.g., deductible coverage). For this reason, with each Information Certificate Update and budget notes we explain to the owner what to look for in their unit insurance policy.
- We work with Boards to optimize the Corporation's benefits when submitting an insurance claim by demonstrating the pros and cons for each scenario.
- We know Condominiums are evolving 'creatures' therefore yesterday practices may be obsolete today. Through our partnering organizations, we provide periodical training for both the Managers and Board members.
- If required we will sit down with Board Members to support them during the CAO mandatory director's training. We will explain in details what each section consists of and will make sure all Directors will complete the training within the prescribed timeline.

***“These are only a few examples of how our 'Yes, we care!' slogan translates into tangible benefits for our partners.***

## Our network of trades

Over the years, we have built a network of (certified and insured) Trades that would provide comprehensive services to all the needs of Corporations. Whether it is an Arborist, Landscaper, General Contractor, Electrician, Plumber, Lawyer, Engineer, Insurance provider, Mechanical or elevator Company, etc. – we have it all.





# Onboarding Package

To manage effectively we need to know. After proactive discussion with Board Members, we drafted a list of services included (free of charge) for any new Corporation joining our Portfolio.

## Onboarding engineering audit

Each individual Building Structure is unique in both the opportunities and challenges it faces. Whether a high-rise, low-rise or townhouse complex we know that the mandatory third year Reserve Fund Study is not enough. For this reason and through the partnership with different engineering companies we offer a free 1 time, engineering audit of the complex. This is a site inspection with an engineering company that helps us identify areas that would require further attention.

## Owners' opinion polling

At NSM we believe in management through data. When onboarding a new corporation, we need to know what are the areas where the Corporation should focus its attention and resources. For this reason, we draft a personalized online questionnaire for each new Condominium Corporation and ask the owners to fill it. We present the results to the Board of Directors and work together in determine a strategy that would tackle such problems.

# Annual Preventative Maintenance Planning

Creating and executing a comprehensive preventative maintenance plan for your high-rise community should be a top priority for your board, residents and property management company alike. The benefits of preventative maintenance are countless, from preventing the premature breakdown of mechanical systems, to prolonging the useful life of virtually every system in your community, to predicting when potential repairs or replacements may be in order.

All of this adds up to more accurate budgeting for your high-rise maintenance needs. Perhaps most importantly, a detailed preventative maintenance schedule will go a long way to significantly reduce the loss of services, which is always good news for your entire community, because, as we say: happy residents, happy high-rise.

So, where to begin? With so many moving parts to keep track of in a robust high-rise community, it may seem a little daunting to imagine how to manage and implement a preventative maintenance program and schedule to cover your entire community – including what goes on inside each resident's home. That's where a licensed professional team and knowledgeable property management company can really help.

In order to create, implement and monitor a complete preventative maintenance schedule for your high-rise community, it's imperative that you enlist the help of experienced professionals.

Overall, preventative maintenance can have a major impact on both cost control and loss prevention for your community. Your preventative maintenance schedule will allow you to begin to identify and anticipate repair or replacement costs throughout the year. It will also forecast when major costs need to be included in your yearly budget, so that your community runs smoothly without any inconvenient surprises that disrupt the living experience of your residents. Through careful, regular inspections and maintenance, you can ensure the value of your high-rise property is maintained while doing everything you can to make sure your residents are enjoying a pleasant environment.





## PROJECT MANAGEMENT

# Project Management

The managers at North Star Management come from different backgrounds such as in construction, business management or law. While everyone discipline is different each individual member of the team has a vast experience in project management. We know that all properties will require maintenance support for either large or small community improvement projects, and we believe that ongoing operational excellence hinges on it.

Although we recommend using a professional project management firm for larger, more complex initiatives, our team of experts will support your manager in ensuring that the logistics are handled from start to finish through:

### Strategic Short & Long Term Planning:

Meet with the Board to gain an understanding of the specific goals for the community, including physical and financial goals in both the short and long term.

### Thorough Vendor Management

Our competitive 3-bid process will allow your manager to source the very best third-party vendors to do the job. Your manager handles all communications, reporting to the Board on the progress on a schedule or an as-needed basis.

# What we offer?

## Management and Administrative Services

- Arrange, Prepare and attend all Board, Annual, and Special General Meetings
- Meet and obtain quotations for maintenance and repairs to the property.
- Negotiate all contract preventive maintenance and other service contracts.
- Negotiate all insurance policies and arrange an insurance appraisal.
- Regularly inspect the property, report and recommend action to the Board
- Monitor Corporation employees
- Supervise insurance and other claims by or against the Corporation
- 24-hour emergency service
- Correspond and communicate with inquires as required
- Handle after-hours and weekend emergency calls
- Receive requests, suggestions, or questions from owners, tenants, contractors, purchasers, or solicitors and expeditiously act on them.
- Follow the code of ethics and confidentiality requirement in every aspect of the work.

## Accounting and Financial Services

- Review and provide monthly financial statements to the Board of Directors.
- Process all invoices for payment, issue cheques and obtain required signatures.
- Record and deposit all maintenance fees
- Prepare annual Budget for Board approval
- Arrange for the Annual Audit and provide all supporting data and reports.
- Manage the investment of the Reserve funds
- Manage the Bank operating account



# What do others think of our team?

“ Our Corporation was immediately and continued to be impressed with Andrea's comprehensive knowledge of construction and all its intricacies.

He greatly assisted us with many projects for the Corporation and for residents and suggested solutions for long standing maintenance issues.

He had a super working relationship with our Board, our residents were happy with his responses to their questions and he always worked in our best interest. We appreciated his efforts!

”

**Jane Swackhammer**  
*Board of Director HCC 81*

“ I am pleased to write this recommendation for Andrea Kasneci who has been our property manager for over 2 years now.

Andrea is very professional, knowledgeable, and enthusiastic and puts in the time and effort on everything that is required of him and more.

He is also a good listener, very patient and approachable, and always willing to go that extra mile. Whether you are a Townhouse Style or a High Rise Condominium you will not be disappointed in Andreas. His strength is finding the right solution for your complex and your needs...always giving 110% !!

”

**Robyn Michell**  
*Board of Directors HCC11*

“ When Andrea was assigned as the Condominium Manager at our corporation, he inherited a project that posed a huge safety concern that needed addressing. On top of that, the reserve fund was minimal so the tools to deal with such problems were limited. It took a lot of time and dedication on his part to have the Engineering company re-design the scope of work and re-tender it. The result was the Corporation paid nearly half the initial price tag of the project and the completed project fully addressed the safety concerns.

He has an advanced understanding of construction methods, a unique way of negotiating with stakeholders, and the dedication to achieve remarkable results (both in quality and costs).

”

**Linda Mizza**  
*Board of Director's HCC 64*

**Those water leaks  
like to burn the  
midnight oil.**

**NOT TO  
WORRY  
so do we!**



**For your peace of mind,  
our on-call manager is  
always there to help.**



# NORTH STAR

## CONDOMINIUM MANAGEMENT

*yes, we care!*

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