

# In Touch with the



Real Estate Institute of Canada  
Toronto Chapter

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Real Estate Institute of Canada  
Toronto Chapter  
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**REIC Mission, Core Values, Vision**

**Our Mission**

The Real Estate Institute of Canada's objective is to advance opportunities for people in real estate.

**Core Values:**

- Providing life long learning
- Maintaining a relevant resource centre
- Awarding professional designations
- Creating networking opportunities
- Representing and promoting the real estate industry and profession.

**Envisioned Future**

The Real Estate Institute of Canada is the pre-eminent national association of Real Estate professionals.

Discover the benefits of choosing a professionally designated REIC member.



## President's Message

**A**nother Holiday Season is upon us. It is the time of year when we reflect and give.

We make the time to give to family, friends and those less fortunate. We make the time to celebrate. We revel in traditions and family. Many of us examine and reaffirm our faith but regardless of our cultural background our professional lives take a back seat.

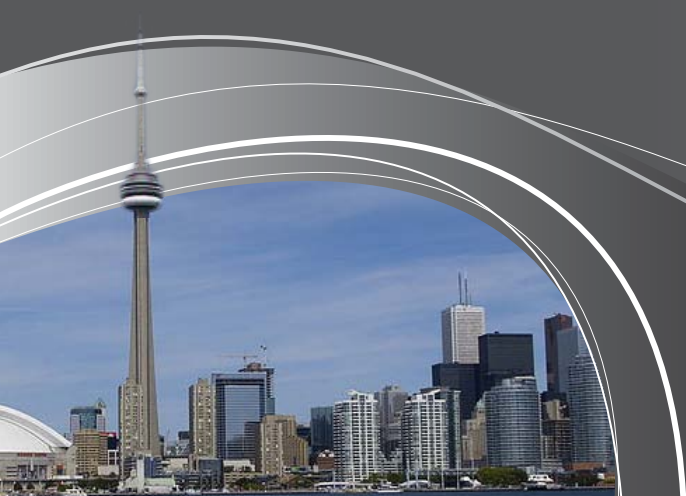
Leading up to the New Year many of us will examine our lives, the past, what is important, where we are headed personally, professionally and what our next steps will be. January will arrive and most of us will start our professional lives with new vigor and a little bounce in our step.

The Toronto Chapter at the Annual General Meeting in April will start celebrating its 50th Anniversary. Like the Holiday Season it will be a time to reflect, to revel in our traditions and celebrate our successes and those of our members. Unlike the Holiday Season, our professional lives take the drivers seat. We all have an opportunity to revitalize and rekindle our professional lives and association. Let us all make the time and work together to take advantage of this opportunity. Your help is needed.

Ron Fraser, CPM® has agreed to Chair the 50th Anniversary Task Force. If you are interested in helping, please let us know at info@reicToronto.com. Part of the mandate of the task force is to document our past and connect with our older members. If you can help, or connect us with someone, get in touch. If you are a newer member, we need your help, get involved and in touch.

Have a Happy Holiday Season

Johnmark E. Roberts, FRI, Broker  
Chapter President  
REIC Toronto Chapter



# Upcoming Events

with the



## Real Estate Institute of Canada Toronto Chapter

### Thanks to our SPONSORS

January **19** Architectural/Mechanical Tour of the RBC Centre

January **20** Mentorship Program Meeting

February **23** Lightbox Building Architectural & Mechanical Tour

March **6** Life Coach Seminar: "How to Prevent Burn-out"

April **17** Seminar: Toronto's Glass Condos face Short Lifespan

April **25** Toronto Chapter AGM



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INTERESTED IN A REAL ESTATE RELATED  
BUILDING TOUR OR EVENT?  
PLEASE SEND US SUGGESTIONS TO  
[events@reictoronto.com](mailto:events@reictoronto.com)



# REIC Awards Dinner, 2011

This year's Awards Dinner for the REIC Toronto Chapter was held on October 26th at the Toronto Board of Trade.



Master of Ceremonies, Barry Lebow FRI, CRF presided over the festivities celebrating real estate excellence over the past year. We were serenaded by Sara Dell's

beautiful voice throughout the evening, while Magician Phil Pivnick conjured close-up magic prizes. Our menu consisted of succulent steak, plank-roasted salmon and delectable desserts of almond crepes.

Toronto Chapter awards from REIC's 2011 National Convention were re-presented since being on display at the June social (see September newsletter). Recipients of this year's Toronto Chapter Awards were announced as follows: Creative Writing Award - Andrew Gordon FRI CPM®, for his article in the March 2011 newsletter "As My Father". Community Services Award - Phil Galin CPM® - Every year Phil decorates his home for Halloween, asking visitors for donations to benefit the Yellow House in York Region. Corporate Citizen of the Year Award - First Condo Inc. for their generous sponsorship support of our REIC chapter.

Association of the Year Award - TREB. The Toronto Real Estate Board for directing its members to our Ethics courses. Member of the Year - Ron Fraser CPM®- Ron made a significant contribution directly influencing the growth and recognition of our REIC chapter.

Many thanks to the Awards committee for fielding the nominations for the Chapter - Sharon Bart CPM® ARM® Alice Costantino FRI, CRES, Tina Skinner CPM®, Clarence Wedge CRF, and Ron Fraser CPM®.

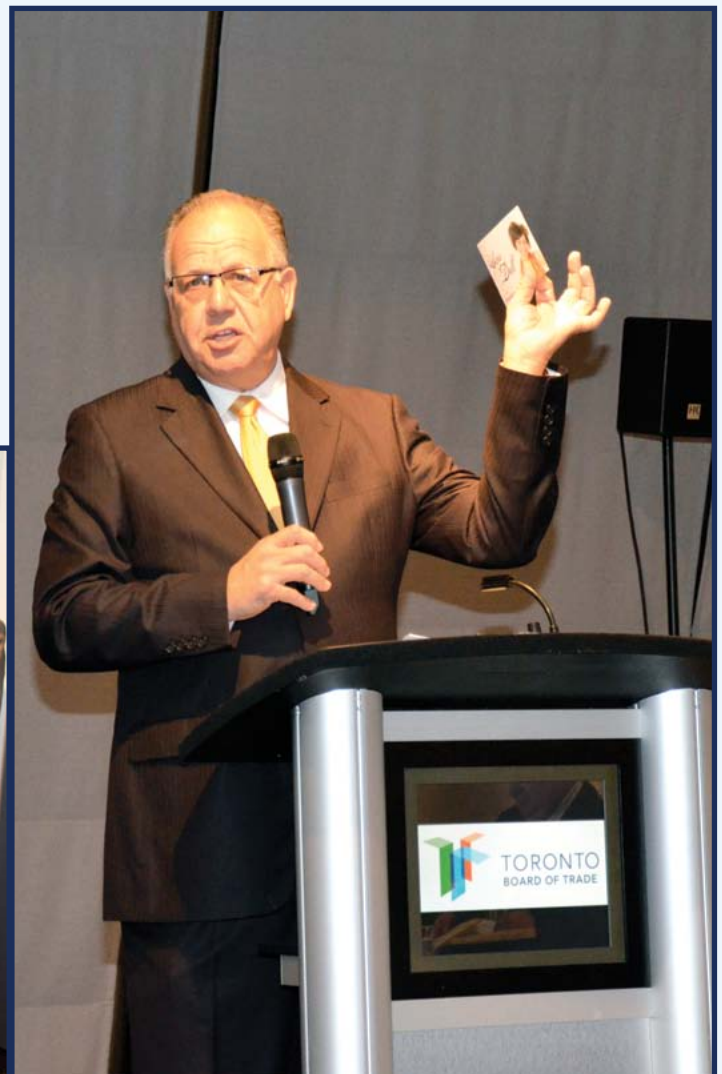
The Awards Committee created two new awards - Best Seminar of the Year and Best Building Tour of the Year. These new awards would be requesting nominations from the Membership in 2012.

Other awards presented included:

Members Receiving Designations - Cathy Cherwinka received her ACoM and Vivian Pettigrew received her CPM®.

Recipients honoured for their dedication to REIC:

25 Year Long Service - John Alkins FRI, Paul Oullette FRI, Hilje Armstrong FRI, H. Pestl FRI, Elizabeth Beaudin CPM®,





Daniel Pitt FRI CLO, Michael Bolahood CPM®, Judy Rickatson FRI, Dan Bottenham CRF, Avi Rosen, FRI, Ian Bowles FRI, J. Leonard Sussman FRI, Tony Gomes FRI CMR, Jean Thomas CPM®, A.R.G. Khan FRI, Charlene Waters CPM®, Pauline Ma ARM®, Gino Zucchiatti, FRI, Mary Anne Murphy FRI, CMR.

50+ Year Long Service - Murray Bosley FRI, Johan Draper FRI.

Our Awards Night Committee did a fabulous job organizing

the event: Carmela Corrado FRI CLO, Scott Fisher CRP, Johnmark Roberts FRI, Ken Finch CPM®, as well as many other helpers.

The silent auction raised \$385.00 in total of which \$120.00 will be directed to our local charity Sketch, from the sale of their paintings.

Our chairman, Barry Lebow, encouraged all of us to consider giving back some time to our local membership. It is your support that keeps our Chapter vibrant and thriving. Your



contribution of time can make a difference.  
50th Anniversary Celebration

A 50th Year Anniversary Task Force lead by Ron Fraser has been formed for 2012. Many events are planned for next year to commemorate this milestone. Ron will be calling on

members to submit their stories. Past members who served our membership in the early years will be honoured for their contributions. We look forward to seeing you all at next year's 50th Anniversary Awards Dinner.



# About Our REIC Chapters: Value for Your Dues

By: Andrew L.B. Gordon, FRI (Emt), CPM (Emt).

President Emeritus & Archivist Toronto Chapter – REIC

There are only a certain amount of members who regularly attend almost all of the various Chapter functions. These members are truly getting the biggest bang for their dues dollars. As it so happens, many Chapter events are at either no cost to members or a nominal fee just to alleviate venue or audio-visual costs. Some events are even subsidized and the members who attend do not pay the true cost of their attendance. For some years now, Chapter Boards across the country have held the belief that they should all try to help their members attain better value for their dues dollars. We do not necessarily set out to make a profit at any of our events, by over-charging our members. Even at our biggest annual events, we only charge members approximately what it costs us. Any profits, when we are profitable, usually end up coming mostly from sponsors, which invariably go to various charities. Why do we do this?

**THE HISTORY OF SEARCH**

Members with working technical/social media knowledge needed on Chapter Committees

As a not-for-profit educational institute association, we believe that we have the mandate to provide educational services to our members at a cost, which justifies their initial dues payment to us. Most Chapters' dues have remained almost unchanged for many years and fortunately most Chapters continue to still have sufficient money in their bank accounts to meet their members' needs. We believe that we are an association of like-minded Real Estate professionals who want to remain current with our industry and network with our peers. Those members who attend our breakfast

or luncheon seminars, building tours, social dinners, entertainment venues and conventions truly get to enjoy their membership. We seem to be unique in the marketplace with our wide-spread various presentations and events which are attuned to our truly diversified membership base. We are definitely the most reasonably priced throughout the many Real Estate educational organizations, especially when it comes to providing for CPE credits to maintain your designation and license. So, why do we do this? We do it for you, our members.

The Real Estate Institute of Canada is made of many Chapters from Sea to Sea to Sea. Canadians of all backgrounds from every Province make life in our country that much more interesting. When those of us who practice and specialize in different aspects of the Real Estate Industry all get together to enjoy a learning event held by an REIC Chapter, it is that much more glorious and effective as a result of the many-sided perspectives presented because of the sheer diversity of the functional careers of its members.

REIC offers many courses, not just to attain particular designations within the Real Estate Field, but to enlighten and widen your knowledge parameters which will enable you to broaden your career. One never knows when a sideline becomes one's main business source of

Would you like to meet new people, have fun & improve your business skills at the same time? Volunteer to help with any of the REIC Toronto Chapter Committees. There are plenty of choices to entertain yourself while making business connections. If you would like to participate send us a line to [info@reictoronto.com](mailto:info@reictoronto.com)



income. Many of our members have started out in sales or brokerage and ended up in property management. Several members have done the reverse and gone into sales or leasing from property management. Some property managers have become Certified Reserve Fund Planners, CRP's, after working for many years as a condominium property manager. Moreover, it is the networking opportunities provided by the Chapters, which inevitably help and assist these members in the transition of their careers by referring business and/or jobs to them from their fellow Chapter members.

The largest Real Estate Exposition within Canada, PM EXPO, recently held a free seminar organized by its local REIC Chapter. The topic was to make the attendees aware of one of greatest redevelopment changes to one of the largest and most unique transportation buildings within the country: the Revitalization of Union Station in Toronto. This was a unique opportunity to attend and network at the largest audience participation property management exposition while learning about the re-birth of a major historic building which will grow as a key economic factor within Canada's largest city.

Not too long ago in the past, a Chapter held a very interesting commercial building tour. There was no admission fee, except for a request to donate old used eyeglasses for overseas charities, as well as free parking. The 40-50 attendees not only received 2 CPE credits for free, but they enjoyed a catered lunch donated by one of our most sincere and loyal sponsors.

And so, now we need to ask you this next question: Where were you at your last Chapter's event? Will you be attending your Chapter's next event? Though many events have a good-sized crowd in attendance, the numbers usually only represent a small percentage of chapter membership. Many members always seem to remain missing. Are you one of the missing? Why? What must we do to get you to attend your local Chapter functions? We sincerely want you to get involved with your Chapter. We want you to get the same value for your dues that our regular attendees enjoy. All you need

to do is come. We promise you that we'll do the rest to make it worthwhile. Please try to attend, as that's what REIC's all about: Getting value for your dues because we value You. See you soon!



**We'd love to hear from you!**

If you have something that would be of interest to the membership, we would be happy to consider it for a future issue.

Please send us an email to [whatsnew@reictoronto.com](mailto:whatsnew@reictoronto.com)



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**SPONSORSHIP PROGRAM**

Corporate sponsorship introduces your business to the most successful people you work within real estate, and affords your organization the opportunity to access key decision makers. It also offers your organization the opportunity to be visible promoters of your business through the real estate industry through our programs, seminars and tours. Please contact us at [info@reictoronto.com](mailto:info@reictoronto.com)

# How to Recognize a Drug Lab

This popular seminar was presented on November 22, 2011 in an expanded version for our residential specialists. The topic was previously hosted at the MTCC Springfest last April. Facilitator RCMP Constable Stacey Anderson works in the Toronto North Drug Section Criminal Organized Marijuana Enforcement Team known as COMET. She explained the three-month life cycle of the marijuana plant, its varied growing conditions, harvesting techniques, and the aftermath of an illegal drug lab. We learned that an average harvest produces 100-200 lbs. of usable plant drug in a small operation. Varying construction methods were outlined including residential houses, apartments, industrial complexes and outdoor farms. Many tips were shared on how to

recognize these clandestine operations – see attached flyers for more details.

We viewed slides revealing many hazards associated with these illegal operations that rapidly destroy any building structure. Drug labs create toxic mould, structural damage, leaking basements, pungent smells, and unsafe environments filled with un-breathable ozone and CO2 gases. Exposure produces respiratory ailments, allergies, and long-term fatal asthma conditions. Insurance coverage becomes null and void for damages resulting from the discovery of drug labs. Many thanks to Renaud Campbell, FRI(E), CLO for providing us with great meeting space at the Regional Municipality of Peel offices in Mississauga

## How to spot a GROW OP

The presence of one or more of the following does not necessarily indicate a grow op, but they do typically share many of these features:

- Occupants of the residence are rarely seen, distant or secretive
- Covered windows with black plastic or heavy curtains
- Condensation on windows, frost build up on eaves and vents during winter, and/or lack of snow on roof
- Sound of electrical generators or fans
- Lights visible that are much brighter than normal home lighting
- "Skunky" smell of growing marijuana
- Unusual traffic at odd times of the day or night with regular visits to the property
- Unusual piles of garbage such as fertilizer containers in the garage or outside

**If you suspect a grow op do not approach or investigate yourself. Contact Police or Crime Stoppers**

**CRIME STOPPERS**  
1-800-222-8477  
www.crimestoppers.ab.ca

Some photos provided by Gurney Fire Service

6334 GROW OP with bleed.indd 2

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# Revitalization of Union Station

On December 1st, the Toronto Chapter of REIC hosted a presentation to attendees of the PM Expo, about current modernization project to restore the historic Union Station back to its former glory. Barbara Bees, V.P. Retail Operations, at Redcliff Realty, gave the presentation to a “sold-out” crowd, including many of our Members, prospective members and other interested parties. Additionally, representatives from REIC National and IREM were in attendance, including Jim Evans, President of IREM.

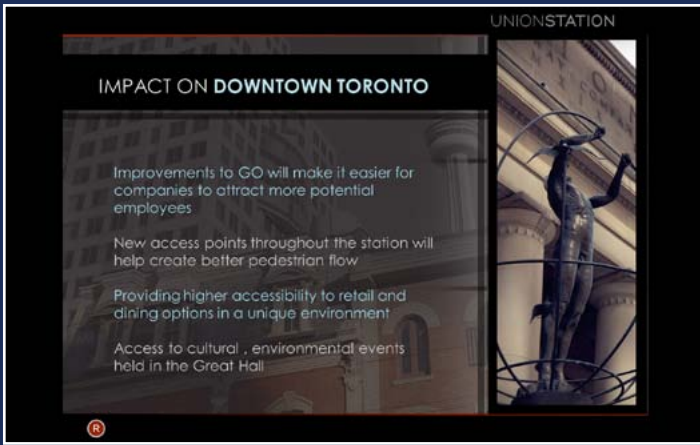
substantially in future, along with expanded commuter rail and other services. The original construction began on the facility in 1914 and, due to complications such as the First World War, was not completed and opened until 1927. This facility, being one of Canada’s finest examples of Beaux-Arts style architecture with a rich history in Canada’s transportation industry, has been designated the second most important National Historic Site in Canada, by Parks Canada (second only to the Parliament Buildings in Ottawa).



Barbara was introduced to the audience by the Toronto Chapter’s Education & Events Committee member John Bowen, CPM®, with Redcliff Realty Group. Barbara currently is responsible for over 3 million sq. ft. of real estate, as V.P. of Retail Operations at Redcliff Realty Group. Her portfolio consists of 13 regional and community shopping centres, overseeing a staff of 30 shopping centre professionals. Barbara’s role in the Union Station project is to provide her expertise and knowledge as a team member to assist in the creation of a new 165,000 square foot shopping experience within this historic landmark.

Union Station is Canada’s busiest and most important passenger transportation hub, handling as many as 65 million passengers annually, and this number is expected to grow

The Revitalization is a \$640-million project, with \$304 million being invested by the City of Toronto, \$172 million by the Government of Ontario, and \$164 million by the Government of Canada. The initiative will result in a redeveloped station with enhanced pedestrian movement, both throughout and around it. Two new GO Transit concourses are being built under the existing building and tracks, with one concourse providing enhanced access from the station’s York Street side and the other from Bay Street. The TTC Subway station is being completely redone with enhanced level access from the new concourses and doubling of the subway platforms (again, all while remaining in use). The existing “moats” surrounding Union Station will be covered with dirt-shedding glazed skylights to provide continuous weather-protected circulation. The overall project will triple the concourse space from 39,000 square feet to 122,000 square feet, vastly



also part of the plan.

The station's revitalization will result in many benefits, beyond the major expansion of the transportation capabilities of the facility, including: a new pedestrian retail level below them which will create exciting opportunities for new retail businesses; and restoration and preservation of the station's heritage elements. About the approximately 110,000 sq. ft. of new space that is being added, to the 1913 structure, more than tripling the current space, complete with a glass atrium which will become the largest green roof in Canada when completed.

improving pedestrian flow and accessibility to support an anticipated doubling of GO Transit passengers in the next 20 years. Additional improvements in passenger flow include improved underground access from the station through a new underground PATH connection along York Street from Union Station to Wellington Street, new access to Toronto's waterfront.

The most noticeable aspect of the Union Station Revitalization project will be the natural light streaming through the new roof and glass atrium that will be built over the passenger platforms and railway tracks. The first of the support columns has just been erected. You can also expect new staircases, additional vertical access points, and an overhaul of the look and feel of the platforms and station concourses. Preserving the historical elements of this almost century-old building is

The delivery of this project, going on while Union Station continues to operate uninterrupted, has been described as an engineering marvel. One of the "marvels" is the excavation under the existing building and tracks, including replacing or reinforcing of hundreds of concrete columns, many of which directly support the train tracks. According to the project's architects and engineers, column replacement on this scale is an engineering feat and a first in Toronto. This complex procedure has only been employed in special cases throughout the world and seldom on structures this large that remain fully functional throughout construction.

The presentation was in the form of a PowerPoint presentation of facts, figures, drawings and photos, complete with a video presentation providing an inside view to the new concourse and passenger access ways. Barbara was thanked for this most informative presentation by the Toronto Chapter's Past President, Ron Fraser, CPM®.



## Q & A with Jim Evans



Jim Evans, CPM®, President of the Institute of Real Estate Management (IREM), came up to visit the REIC Toronto Chapter, and participate in the PM Expo, on Thursday, December 1st. He was joined by other IREM and REIC representatives, including: Nancye Kirk, Chief Strategy Officer / Vice President of Global Services at IREM; Sandi Caputo, CPM® CLO, Regional Vice President, IREM Region 14 (Canada); Maura McLaren, Executive Director, REIC; and Ron Fraser, CPM®, Chair of the Real Estate Management Council, REIC, and Past President of the REIC Toronto Chapter.

Jim earned his CPM® designation in 1998 and has been active in the organization ever since, holding numerous positions with IREM's Michigan Chapter No. 5, serving as Chapter President in 2004. At the IREM National level, he has been a Regional Vice President and a member of several committees, including the Legislative and Public Policy Committee, the Asset Management Committee, Success Series 2007 Advisory Board and the Income/Expense Analysis Committee and Advisory Board. In addition, he currently serves on IREM's Executive Committee. Jim's inauguration as President took place at the IREM Fall Leadership Conference, in San Diego, in October of 2011, with 22 Canadian REIC Members in attendance.

The REIC Toronto Chapter arranged a Town-hall Question and Answer Session with Jim, for our REIC Members attending the PM Expo. This session was open to all REIC Members and property management professionals attending the PM Expo on Thursday, December 1st. Jim talked about the importance of the REIC/IREM designations, and what REIC (and IREM) are doing in their support; in a question and answer format.

Jim has long been a supporter of REIC, actively participating in a number of REIC's annual national conferences. Canada, with its eight IREM Chapters and IREM Chapter Councils, makes up the 14th IREM Region. As a whole, Members of REIC hold 681 IREM designations, of which 122 are here in the REIC Toronto Chapter and we have 43 of the 162 candidates (see table below).

IREM Designations	REIC National Members with Designations	REIC Toronto Members with Designations	REIC National Candidates	REIC Toronto Candidates
CPM®	516	112	129	35
ARM®	158	9	27	5
ACoM	7	1	6	3
Subtotals	681	122	162	43

REIC's most valued membership benefit is our designations and what they stand for. In order to strengthen the brand, it is important for REIC, its chapters and members to work together to increase exposure for REIC's designations and education programs.

CPM® members are encouraged to wear their CPM® keys proudly. The CPM® stands for CERTIFIED PROPERTY MANAGER® and is the industry's most coveted designation for property managers. The designation, awarded by the Real Estate Institute of Canada (REIC) to the top professionals in the industry, originates through the Institute of Real Estate Management (IREM®) in the United States. The CPM® education and qualification requirements have been and will continue to be rigorous and comprehensive to ensure that the CPM® designation continues to be the "MBA" of real estate management.

With the massive growth of residential condominiums that we are experiencing here in Toronto, we have an opportunity to grow our numbers of ACCREDITED RESIDENTIAL





which is the first new credential from IREM® in 25 years, the ACoM designation gives commercial site managers increased market visibility and credibility with owners, investors and employers. The ACCREDITED COMMERCIAL MANAGER designation is built upon knowledge and training essential to managers of small commercial properties and should also be considered as a path towards the CPM® designation. All CPM®, ARM® and ACoM members are encouraged to promote the IREM Income /Expense Analysis, here in Toronto as well as in the rest of Canada. The 2011 Income/Expense Analysis Reports are a simple, affordable investment in maximizing the potential of your real estate assets. The more data that we put into the analysis, the more we will get out of it.

MANAGER® members. The ARM® remains the mark of excellence for residential management. The IREM CID201: Managing Condominium Properties course has just been revamped and released in Canada, with the first course being taught by Suzanne Longley, our REIC President. Students taking this course will gain an edge in the competitive industry of condominium management - including residential and office condominiums, co-ops, and phased developments, as this course focuses specifically on the unique and complex challenges of the condominium market.

The ACoM stands for ACCREDITED COMMERCIAL MANAGER

Attendance and participation of members in chapter sponsored events and response from communications were identified as concerns, and it was recommended that we try speaking directly to our members to find out what they would like and how they would like to be communicated with. With our reliance on electronic means of communicating we may be alienating some members, specifically those that get "too many" emails.

Jim was thanked by Ron Fraser for coming up to Toronto and making himself available to our members.

## Meet & Greet - Social evening with IREM President

The REIC Toronto Chapter members and participants to the Q & A Session and Revitalization of Union Station Seminar were invited to join the REIC Toronto Chapter Management Board at

Joe Badali's Ristorante Italiano for a winter social event. It was a great networking opportunity and a jump start of the holiday season.

