
CFDI NEWS

www.cfdi.ca

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Spring 2008

CONGRATULATIONS!

In years to come, you can say "I survived the winter of 2008". Although it did not break the record of 1935 for the amount of snowfall, it did set a record in our lifetime.



As a kid growing up in Nova Scotia, we never heard or thought about a record, there were always just lots and lots and lots of snow. We walked to school on snow banks higher than the plow, sometimes jumping on the back of the tractor to reach the school bus because the school bus couldn't reach us. A child's view allowed a sense of adventure



and the hope of having a day off from school because of a snow storm. The power may go off, we resorted to wood stoves for heating and the barn chores still had to be done. If the porch door wouldn't open because it was

blocked by snow, another escape was found. It was a struggle to reach the barn from the house as the snow drifts were high and the way too long to shovel. The plough on the tractor would not be used till later in the day, so we created our own path sometimes on hands and knees.

Your snow experience in Toronto may not have been dramatic but I'd guess you blew your snow removal budget and got to know the contractor quite well through all those phone calls.

Well, spring is here, you've forgotten the snow, the cold and that fall you almost had on the sidewalk. It's time to welcome the sun, the rain that cleanses the earth and the not so hot, not so cold temperatures of the season. Your thoughts may even be turning to your site, your home away from home. Well, you may not consider it your home away from home but you do get to plan, co-



ordinate, recommend and follow through with the jobs of spring.

Check through this month's edition of the newsletter for lots of tips. Don't forget that the heat is to be shut off on May 15th and switched to the summer season.

A Note from the President...



Community First has reached a period of stability when it is time to take stock and consolidate our success. ComField is experiencing controlled growth which can be managed in a manner that will ensure the quality of the services. We are taking this time to invest in staff training and to upgrade our systems.

We have just completed the annual **Health and Safety/WHMIS** training and as part of our monthly training program we are encouraging all Administrators and Managers to attend the **Energy and Environmental Conference and Trade Show** on Tuesday, May 27th. We are paying the registration fee and are encouraging you to arrange time away from the property you are administering. Staff in need of **initial** or **refresher training** for RGI through the Social Housing Office at the City of Toronto will be encourage to attend these courses as they occur.

We are also currently designing a program to encourage and support Property Managers with supervisory abilities to consider **Supervisory Training**. We hope to role this out in the fall of this year.

In the coming months, the Accounting Department will proceed to make the transfer from Yardi Enterprise to **Yardi Voyager** which provides a complete package of property accounting and property management software. This platform not only has specific non-profit functions like RGI calculations and the related SHRA forms, it has the usual PM tools such as Purchase Orders, Work

Orders, and Inventory Control. This technological advance will also greatly assist in the calculation of Common Area Expenses (CAM) and Taxes, Maintenance and Insurance (TMI) on the commercial side of ComField. These are exciting new functions that will be available to us but it will take some time to cut over to the new system while we maintain the current accounting service. We ask for your patience and support during this time.

ComField Management Services Inc. is a member of *the Association of Condominium Managers of Ontario* and we are embarking on the process of becoming an **ACMO 2000** certified firm anticipating greater growth in the condominium sector. As you may be aware, a number of staff is pursuing the **Registered Condominium Manager (RCM)** designation through ACMO and Humber College. We are hopeful that the first of the staff will receive their designation in 2009.



These are exciting projects which are focused on **quality** and **rational growth** of both firms. As you know *we pride ourselves in the quality of the service we provide our clients and the honesty and integrity* that is basic to what we do as staff members and the companies we give life to. We ask for **your continuing commitment** and that you **embrace these changes** as part of sustaining and advancing your careers in the field of Property Management.

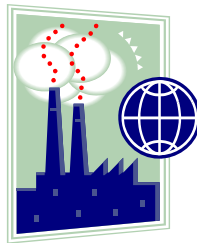
HOT TOPICS STILL HOT...

Energy and the Environment Community Mobilization, Waste Reduction & Recycling

ENERGY AND THE ENVIRONMENT

Come to See and Learn

- About energy saving products
- What other housing providers have done to save energy and money
- About new environmentally friendly products
- About energy conservation educational tools for management and residents
- From the experts on how to start saving on energy costs



- About the City of Toronto's recycling program

THEN PLAN TO ATTEND THE ENERGY AND ENVIRONMENTAL CONFERENCE AND TRADE SHOW ON TUESDAY MAY 27TH AT THE ST. LAWRENCE MARKET.

Please confirm your attendance with Suzanne Botnick at 416-932-2670 ext. 109 or by email at suzanneb@cfdi.ca no later than May 15th, 2008.

WHY WE MUST ATTEND

By Althea Miller

Fellow colleagues, allow me a moment of your time, while I take a page out of David Letterman's top ten list to make what I believe is the CFDI/Comfield's top ten list for attending the Managers' meetings:



10. The food and the really cool birthday cakes and goodies, Suzanne you rock.
9. Getting away from the site, with a legitimate reason, hey only half a day's work, for most of us.
8. Socializing with fellow colleagues, "Oh those colours make her look like she is getting ready for Halloween" yeah, but those are not spring colours.
7. To see Harven's new hairstyle.
6. Freebies from the guest speakers. Mmm frothy hot chocolate, delish.
5. To see who is catching up on their beauty rest...not good, especially if you snore. Yikes, those kicks hurt, you know.
4. Finding out that your site is really not that bad, compared to the others.
3. Cristina
2. Eddie
1. George, because collectively, numbers 3 to 1 says so, and just like how we need to follow the directives from the Board at our sites with due diligence and respect; the same must be said for George, Eddie & Cristina, nuff said.

LAUGH... JUST BECAUSE...



REMEMBER:
YOU DON'T STOP LAUGHING
BECAUSE YOU GROW OLD,
YOU GROW OLD BECAUSE YOU
STOP LAUGHING.

"An elderly woman decided to prepare her will and told her preacher she had two final requests. First, she wanted to be cremated, and second, she wanted her ashes scattered over Wal-Mart.

"Wal-Mart" the preacher exclaimed. "Why Wal-Mart?"

"Then I'll be sure my daughters visit me twice a week", the woman said.

COMMUNITY MOBILIZATION WORKSHOP

The Toronto Police Service, *Community Mobilization Workshop* is an intensive one-day workshop which focuses on community problem-solving and crime prevention.



The workshop is held at Toronto Police Headquarters at 40 College Street.

You will receive instruction about how to make yourself and your property safer.

The one day session of instruction and activities deal with the following:

- Personal Safety
- Crime Prevention
- Role of the Police
- Domestic Violence
- Common Neighbourhood Problems and much more!

The next workshop is Saturday, June 7, 2008 from 8:30 am to 5:00 pm. To register go to www.torontopolice.on.ca/communitymobilization.

WHEN THE GOING GETS ROUGH.....

By Althea Miller

I have been asked by many, why do I continue to work at Wilcox Creek, with all the incidents of shootings and upheaval. My answer is always the same, why should I leave?

Next month will be 6 years since I have been working at Wilcox Creek Co-op; and I have seen the co-op undergo numerous changes, good, bad, and indifferent. The one thing that has been constant is the presence of CFDI. If it was not for the support of the Senior Property Managers, from Cathy Archibald, Peter Whalen to George, through the many transitions of the co-op, I probably would have gone running to the hills.



The members feel a sense of safety and security, knowing that I am still in the office. Sometimes, I feel down; and I take it very personal when these shootings happen. This is a side of me that the members never get to see; what they see is someone who is there to listen to their fears, comfort them in their feelings of helplessness. They appreciate, and know that they will always leave my office with a smile on their face, and a reason to remain living at the co-op.

I am not looking for a pat on the back or any kind of merit badge; just being able to write this is therapeutic for me. I love what I do; and I love where I work, some of the members are a source of amusement to me; and they are the ones that keep me on my toes.

The most recent shooting that we had, raised more questions; and for the first time, I had no answers; which led one person to criticize management, saying that it was my fault that it happened; because she felt that I had not done enough; this, as you can imagine, had other members questioning my competency.



All it takes is one person with negative comments to bring you down; and you begin to question if you had done enough, you play it over and over in your head; and, yet there is no answer.



After a week of dealing with crisis management, stressed out and tired, I received a card from a member who thanked me for being who I am; and for not running away. Inside the card was a gift card for Tim Horton's, she wrote that I should have an Ice Capp on her. That brought tears to my eyes (yes, I am a mush); because I was reminded what I represent to the members of Wilcox Creek Co-op, which is safety and security.

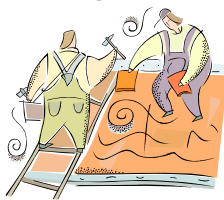


Proactive vs. Reactive Maintenance

By Benjamin Adeorba

Remember the old adage, "if it isn't broken, don't fix it." Yep! We all do it in the habit of saving cost. However, property managers should consider being proactive in some areas to prevent legal issues and reduce downtime that comes with emergencies. Here are a few tips!

Your roof is considered the most vulnerable waterproofing membrane. Clear it from debris & moss and ensure your flashing details are resealed where required. To prevent water pooling, the roof drains should be free of blockage. (Just remember if the roof leaks, we all get wet...even your board's president).



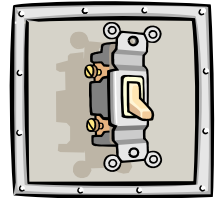
A weekly inspection of your asphalt & concrete could be helpful at times, as potholes pose a potential disaster for accidents such as personal injury & vehicle damage, which could result in legal issues. You can easily fix holes at their tender age with premix asphalt...ask your local Home Depot friend or the Candian Tire man.



Horizontal sewer lines are one of our favourites that we tend to defer until the drain backs up. Consider the downtime, the unit in a mess, the snaking

of the line, and then the power wash during a backed up drain. We can easily prevent all of them with a routine yearly power wash. If you defer like I do (really, I don't), and you later encounter your drain backing up constantly on the 1st floor, and snaking it isn't doing any good; it is time to call Mr. Power Wash to the rescue.

An Infrared scan is a genuine way to identify hot spots & catastrophic failures in the electrical system before they occur. Excessive heat, a failing component, ground faults, short circuits, etc. are other members of the catastrophic family (watch out for them, they might look friendly but dangerous...because their last name is called "fire".



Lastly, we urge that you consider one of the highest paying law suits (the two sisters: slip & fall and trip & fall). Check your exterior walkways and steps; look for slip hazards (moss & algae growth), and trip hazards (raised nails, knots, and uneven concrete slabs). Find them before someone else does to their advantage.

Thank you for reading! Look out for the next edition on operation and maintenance.

MEET THE ACCOUNTING TEAM



From left to right – Back: Tuula Mustonen, Jean Fong, Tina Wong. Front: Darwin Ng, Rowena Torres. Behind the camera: Cristina Wong

During the last few months, we saw some changes in the accounting team at CFDI/Comfield, with Candy Li leaving us at the end of December of 2007 and, most recently, Kefang Xiang leaving CFDI/Comfield to pursue a full-time position.

However, we are pleased to announce that Rowena Torres joined the accounting staff at CFDI/Comfield on Monday, March 17, 2008. One of Rowena's responsibilities will be the production of the monthly financial statements as well as the audit preparation.

Rowena brings to CFDI/Comfield over 15 years of experience in accounting and financial functions with strong understanding of accounting principles. She has a B.S. in Business Administration with a major in Accounting. Rowena is also a Certified Public Accountant in the Philippines which has been assessed as equivalent to Level 4 of the Certified General Accountant (CGA) program in Canada.

Rowena, welcome aboard and we are all looking forward to work with you!

PUTTING TOGETHER A WELCOME PACKAGE FOR NEW MEMBERS/TENANTS

by **Eric Leung**

YOU MAY WANT TO CONSIDER THE TOPICS BELOW:

- ✓ Where the rent/housing charge can be paid and how?
- ✓ Who the Board Members are and how can they be reached.
- ✓ Who is the Property Management team and how can they be reached.
- ✓ The after hours emergency number.
- ✓ How the superintendent can be reached.
- ✓ How the laundry facilities can be accessed and the open hours.
- ✓ How the elevator can be reserved for moving large items.
- ✓ The policy for keys including any deposit required.
- ✓ How to reach security, when is it available and for what purpose.
- ✓ How the garbage process works. When does the city pick up? What can and/or cannot be put down the garbage chutes?

What should be done with oversize items?
Where can the recyclables be taken to?

- ✓ How bicycles are to be dealt with in the building or garage? Where can they be taken in or out? Where can they be stored?
- ✓ The rules for renting the party room.
- ✓ Neighbourhood information: the locations of the closest public library and schools, the names and phone numbers of local political representatives.

WASTE REDUCTION AND RECYCLING

Garbage Fees in effect this Summer – starting July 1, 2008 your site will be required to pay a fee for garbage collection based on how much garbage is set out by building residents.



The less recycling the more garbage. The more garbage the higher the fee.

**YOUR MOTTO TO LIVE BY:
"GARBAGE COSTS, RECYCLING IS FREE"**



Town Home Fire Safety Checks

By Don White

Atkinson is an 18-acre site in downtown Toronto containing 147 apartments in 2 buildings and 263 town homes. During my almost 3 years on the job, there have been seven fires here.

It is important to note that all fires occurred in town homes and in all cases the smoke detectors worked as they were supposed to, but they could just as easily have failed. So I guess you could say we have been lucky, up until now.

Last year (2007) changes to the **Municipal Code** and the **Ontario Fire Code** stipulate that all property owners (or agents of property owners) are now

required to conduct annual fire safety inspections of all single unit dwellings (town homes) in addition to all multi-unit dwellings (apartment buildings).

Town homes should be equipped with a hardwired or battery powered smoke detector (hardwired preferred) on every level of the dwelling unit. Because smoke rises, smoke alarms should be installed on the ceiling. If this is not possible, install the alarm high up on the wall.

All town homes (dwelling unit) should also be equipped with a minimum of 1 carbon monoxide detector per dwelling unit and in each dwelling unit containing a fuel-burning appliance. They can be electrically powered and must be equipped with visual indications that it is in operating condition. For



all town homes with a furnace in the basement it is recommended the CO detector be installed on the main level of the dwelling unit, or, ideally on every level above the basement outside sleeping areas.

In addition to the annual safety check I also recommend maintenance staff be instructed to check them every time they are in any town home unit for whatever reason, and to log it.

YOU HAVE STARS IN YOUR EYES



On Monday, April 7th, CFDI served as one of the host tables for the third year in a row for a charitable event called *SCRABBLE WITH THE STARS*.

Sponsored by the Performing Arts Lodges (PAL), the downtown non-profit managed by CFDI and previously held on site at PAL, moved to a

Hotel across the street at 1 King Street to accommodate a larger number of attendants.

Who did CFDI send to mingle with the stars? Well, none other than the stars of CFDI.....President George, Vice President Eddie and site manager Margaret Davis.

While there were lots of stars to ogle.....Michael Burgess, Colin Mochrie (Whose Line is it Anyway) and Sarah Polly (Road to Avonlea and more

recently producer of the film 'Away from Me' whereby the lead actress Julie Christie won an academy award), George, Eddie and Margaret were entertained by Jayne Eastman, most notable from Saturday Night Live and now many appearances in movies and TV shows such as Jane the Ripper.



Says Margaret, "She was charming fun and down to earth. Ken Gass the founder of the Bathurst Street Theatre and also president of the PAL Board came over and greeted me with a kiss but only a handshake for George and Eddie."

The night of scrabble produced Eddie as the new winner from the CFDI table, a succession of CFDI winners as George won last year and I (who didn't get to go this year) won the year before. 'Are we competitive or what?'

The highlights of the evening and there were many... picture with Jayne Eastman, Eddie winning at scrabble, George losing, Margaret getting a kiss could only be completed by a trip to the dessert table and I won't tell you who told me that.



STAFF PROFILE



Beverley Campbell - If you have an appointment at the head office or maybe you have to speak to someone there, then more than likely your first contact is BEVERLEY CAMPBELL.

Beverley who joined the ranks of CFDI three years ago has become an integral part of the

family. On paper, she reports to Cristina but readily admits, 'everyone has a piece of me.'

Beverley does the usual front desk jobs: answering phone calls, sending out e-mails, notices, typing, typing and more typing but she has also had some site experience filling in at vacation times at Kimroy Grove, Wilcox Creek and Chord. She switches from CFDI to Comfield but always with a quick answer, a smile and a Beverley comment.

Beverley is always there working behind the scenes helping the social committee with the Christmas Dinner, the summer picnic and monthly managers' meetings.

Apart from the constant demands and expectations, she finds time for her stress relievers... interior decorating, sewing and having her favourite - food, shrimp and fish.



She has two teenage daughters who she says find her a bit strict but straightforward. They love to shop together especially the trip to New York City. Beverley lives in Scarborough where she attends church, teaching Sunday school for babies up to 2 years old, reading stories and singing songs.

Beverley, your co-workers and all those who have 'a piece of you' thank you for all your help in keeping the ball rolling with a friendly smile and a word of encouragement.

CONGRATULATIONS to...

- Alicia Davis on the birth of her baby boy in 2007. A "baby fund" was collected last year from CFDI staff. CFDI matched the contribution and a total of \$155 was given to Alicia and her new born in October 2007.
- Elizabeth Vieira who was married on Saturday, April 19th to Tony Melo.



THE UP AND COMING... NEW STAFF AT CFDI/Comfield

If you didn't know, we thought you should... good additions to our ever-expanding team. Welcome aboard to:

- ❖ Benjamin Adeorba, Niagara Co-op
- ❖ Mark Bazylewicz, Bazaar Non-Profit
- ❖ Mohamed Benchaida, Atkinson Co-op
- ❖ Ramona Bursuc, Windsor Hill Non-Profit
- ❖ Richard Doobay, Campden Green Co-op
- ❖ Kazimierz Lipinski, 15 Thorncliffe Park Co-op
- ❖ Resa Render, Machell's Corner Co-op & Bazaar Non-Profit
- ❖ Christopher Rubino, Various – Summer Intern
- ❖ Rowena Torres, Head Office
- ❖ Lenore Troper, Willmar Eight Co-op

WELCOME BACK to...

- Delceter Warlow returning from medical leave.
- Dione Nembhard returning from personal leave.



CONDOLENCES to...

- Suzanne Botnick on the death of her mother-in-law.
- Dione Nembhard on the death of her father.

- ❖ Crystal Warnick, Atkinson Co-op
- ❖ Haris Zulqarnain, Various – Summer Intern

Charles Schultz Philosophy



The following is the philosophy of Charles Schultz, the creator of the "Peanuts" comic strip. You don't have to actually answer the questions. Just read it straight through and you'll get the point.

1. Name the five wealthiest people in the world.
2. Name the last five Heisman trophy winners.
3. Name the last five winners of the Miss America Contest.
4. Name ten people who have won the Nobel or Pulitzer Prize.
5. Name the last half dozen Academy Award winners for best actor and actress.
6. Name the last decade's worth of World Series winners.

How did you do?

The point is, none of us remember the headlines of yesterday. These are no second-rate achievers. They are the best in their fields. But the applause dies. Awards tarnish. Achievements are forgotten. Accolades and certificates are buried with their owners.

Here's another quiz. See how you do on this one:

1. List a few teachers who aided your journey through school.
2. Name three friends who have helped you through a difficult time.
3. Name five people who have taught you something worthwhile.



4. Think of a few people who have made you feel appreciated and special.
5. Think of five people you enjoy spending time with.



Easier?

The lesson: The people who make a difference in your life are not the ones with the most credentials, the

most money, or the most awards. They are the ones who care.

"Don't worry about the world coming to an end today. It's already tomorrow in Australia." (Charles Schultz)

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