

## What are the Most Common Condo Problems Reported in Ontario? \*

**51%:** lack of communication from boards of directors and/or managers, especially about expenditures, special assessments, and loans; boards' refusal to answer questions at AGMs; lack of information about board meetings or about any decisions made regarding a condo.

**45%:** financial issues including unwarranted expenditures; waste of condo monies; special assessments not explained; tendering process either not carried out or rigged in favor of particular contractors; unnecessary work done by contractors.

**32%:** repairs/maintenance not carried out. These are mainly delays (often months and even years) or refusals by management/boards to attend to water penetration problems in units or damage caused by water penetration; mould in fan coils and other places; broken windows/doors; etc.

**30%:** boards and/or managers refuse access to condo documents to which owners have a legal right.

**25%:** owners write that they are intimidated, mistreated, or legally threatened by boards and/or managers when they request services or make justifiable complaints.

**18%:** owners report their inability to contact boards of directors (generally because managers prevent owners from reaching the board);

**16%:** noise issues that are not attended, even for years. This includes noise from other units, faulty ventilation systems, various other equipment, elevators, and party room.

**15%:** condo lawyers. This includes lawyers protecting dysfunctional and/or dishonest boards/managers against owners, unwarranted legal letters for which owners have to pay, and abuse of liens.

**14%:** fraudulent proxies presented by boards/managers at AGMs and Requisitioned Meetings.

**13%:** serious conflicts of interest on the part of managers and/or board members. This includes kickbacks and financial fraud, more often on the part of managers than board members, as well as 12 instances of board members being paid "salaries" of \$600 to \$1,800 a month without a by-law.

*\* These data come from 1,313 letters written by condo owners and directors, as well as some managers and contractors, between July 2009 and the end of March 2012. The percentages go beyond 100% because over 75% of writers mention several problems. Data with scores below 10% are not reported.*