

Condominium managers and condominium management providers have a unique role in the condominium service industry. While lawyers comment and advise on law, accountants provide direction as to budgets, investing and other financial matters, and engineers and others address matters relating to the physical care and integrity of the property, condominium managers have to be competent in all of these things, and more. In other words, as a condominium manager, there is perhaps nothing more important than this one thing: *knowing and doing everything*.

This fact is exemplified in part by the fact that the regulations under the *Condominium Management Services Act, 2015* (CMSA) need to specify that lawyers, architects, accountants, engineers, insurance brokers, banks, security guards, cleaners, landscapers, maintenance people and clerical staff such as bookkeepers, do *not* require licensing as condominium managers to provide their services to their condominium clients – because *all* of these areas of practice fall within the subject matter of a condominium manager’s ordinary range of duties and competencies. Becoming a condominium manager therefore requires a commitment to initial, and then ongoing, education. In fact, without that, you won’t be able to get or retain that license that is necessary if you want to keep your job.

Currently, the specific educational requirements for managers are relatively straightforward:

- To obtain a General Licence, you must have completed four ACMO courses on:
 - Condominium law,
 - Physical Building Management,
 - Financial Planning for Condominium Managers, and
 - Condominium Administration and Human Relations,

or have passed examinations to test out of them. Currently, these courses are offered at Humber College, George Brown College and online through Mohawk College’s *Ontario Learn*, as well as by some qualified condominium management providers.

(Note, if any of you who had 5 years’ or more experience as a condo manager prior to November 1, 2017 – when the CMSA came into effect – have not yet completed the courses or passed the tests, you have just over one year from the date of this memo to get that done: The deadline is June 30, 2021, or your license might be, as they say, *kaput*.)

- If you had met the equivalent of those educational requirements already by November 1, 2017, then you have a continuing education obligation to take the training program, ACMO’s *Continuing Education for Condo Manager General Licence Renewal (2019)*.

(Note: In case you don’t already know, you can access that course [here](#).)

But let’s be honest: none of that is really enough. Even if your ambition is simply to be a decent condominium manager – not even the best one – you are going to have to seek out more education than this. Fortunately, there are lots of opportunities.

In addition to the four courses listed above, Humber College offers advanced electives specified for on the topics of managing change, leadership, and tenancy law, George Brown College adds courses on building maintenance, strategic and financial planning, and building administration, and the Mohawk College program includes courses on customer relations, creative and critical thinking, and personal success. In addition, you can take other courses and seminars offered by ACMO, CCI and CAI. You can take the CAO’s educational program for condominium directors. You can read *Condominium Manager*, the various CCI publications, and keep up with the array of condo law blogs that now clutter the “twitterverse.” And you should ask questions: Ask the lawyers, the accountants, the engineers and others anything you need to know, anything you are uncertain about, anything you want to confirm. Most professionals who serve the condominium industry will be more than happy to help you do your job well.

And, finally, share your best and worst experiences with one another; not only can you commiserate together, but it is just possible that it will be within the community of condominium managers that you will discover some of the best and most practical information to help make your career a successful one.