

A Good Board is one that:-

1. Communicates with owners and residents on a **regular** basis, explains its decisions, openly discusses problems and victories, has a policy of transparency and truthfulness. Postings on bulletin boards accessible to all residents are key in this respect.

2. Addresses residents' legitimate complaints/concerns/requests and respects useful suggestions.

Lack of communication and disregard for owners and condo assets are at the root of most condo problems. It's the main red flag and it is reflected below in many problems in the section on what constitutes a "bad" board.

3. Follows and enforces condo rules consistently and for everyone: Board members have to follow rules themselves if they expect others to follow them and should not show favoritism.

4. Exercises due diligence regarding contracts for repairs, maintenance, and staffing. In other words, a good board seeks tenders. When maintenance problems arise, not only seeks advice from non-interested parties (to avoid conflicts of interest), but also asks if there is a better and less expensive solution than the one suggested by contractors

5. Is constituted of members who have no axe to grind or a vested interest or a personal agenda.

6. Always respects a condo's finances, assets, and owners' monies.

7. Makes certain that the premises are well maintained and that the staff is competent and hard working.

A Bad Board is one that:-

a. Rarely communicates with owners on substantive issues and prefers to inform them as little as possible. This seems to be a key ingredient in a lowered quality of life in condos and is reflected in the many other problems that seem to accompany this issue.

b. Responds dismissively or angrily when owners justifiably complain to them about problems (such as noise and broken rules) and lack of services (such repairs, cleanliness, garbage, recycling, and odours).

c. Threatens owners with legal action when they complain justifiably or make suggestions; or yet complain about management, staff, and contractors.

d. Mistreats, harasses, or refuses services to owners who have justifiably complained or made useful suggestions.

e. Rubberstamps decisions made by the manager, administrator, superintendent or contractors without independently studying the issue. Does not get quotes for projects or services

f. Refuses owners' requests to view corporation records and documents.

g. Does not supervise manager and staff sufficiently. As a result, the work and services may be of lower quality or very little work may be accomplished. Or, yet, the staff is actually the power in the condo.

h. Forms a clique, often with management, against owners, and fails to understand that a board represents owners and not themselves nor the management/staff.