



BUILDING BETTER COMMUNITIES:

**STARTING A
CAREER IN
PROPERTY
MANAGEMENT**

CHAPTER 1

INTRODUCTION



Joining a new industry can be a lot like navigating uncharted waters. You may have a general idea of how it looks, or some theories as to what skills you need to bring to the table in order to succeed, but the intricacies are hidden under the water. **Within each industry are dozens of moving parts working together like a well-oiled machine that you can't see until you peek inside.**

Before dipping your toes in, **it's important to know which part of an industry you're truly interested in.** Within the Real Estate industry, there are countless specifics that may draw someone to one speciality or another. For instance, you might be interested in Real Estate without realizing **how different condominiums are to freehold properties.**

With the helpful advice of Alwington, this whitepaper will **help guide you through the intricacies of becoming a part of the condo management industry** with the insight that Alwington Communities provides as an industry leader. Following this document will provide you with **everything you need to jump headfirst into joining a condo corporation and starting your new career.**

CHAPTER 2

GETTING STARTED



EDUCATION

Choosing the right education is the first step for many careers. When it comes to Real Estate and condo corporations, it may not be as straightforward as other industries to choose a field of study. Our helpful team member whose industry insight we're utilizing is **currently working towards a Master of Business Administration degree with a specialization in Real Estate.** This specialization offers the experience and understanding of Real Estate to do Market Predictions and provide thorough insight into the industry, allowing for better communication and understanding of other industry professionals and clients. Following this line of study will also **provide the opportunity to pursue a Certified Property Manager Designation,** a certification that can be an incredible tool in this industry.

Pursuing a role as a Condominium Manager requires additional education. The Association of Condominium Managers of Ontario (ACMO) **requires four courses for this certification, including:**

- Condominium Law
- Physical Building Management
- Financial Planning for Condominium Management
- Condominium Administration and Human Relations [1]

These courses are offered at colleges across Ontario, as well as through several property management companies for their employees specifically.

CERTIFICATIONS AND LICENSING

Within the property management industry, **there are multiple roles that require specific licensing and certifications in order to operate** within Ontario. To become a Condo Manager, **one must become a Registered Condominium Manager (RCM)**. Though often thought to be the same as a General License, **the RCM requires its own certification.**

A **General License** is issued by the Condominium Management Regulatory Authority of Ontario (CMRAO) as one of the three types of licenses. It applies to those who have received their RCM or equivalent education. The second license type is a **Limited License**, given to those with limited industry experience who do not yet have their RCM. The third and final license type is the **Transitional General Licence**, for those who are in between the previous two stages. This license is perfect for someone who is in the process of obtaining their RCM, and is currently attending any of the four courses required by the ACMO. [2]



THE RIGHT SKILLS

Within Alwington, we look for staff **based on transferable skills over industry experience.** This industry is always evolving and many people come from other fields without the specific experience in condominiums, and **the specific skills we look for are far more important.** The most important things to bring to this industry are **commitment, communication, organization, and the desire to learn.** In this ever-changing industry, it is essential that employees **keep up on trends, regulations, and specifications.** With an assortment of classes to support continued learning and growth, the field of property management is one that makes constant learning a necessity. **If you're looking for a career that doesn't require continued training or education, this likely isn't the place for you.**



CHAPTER 3

THE BIG PICTURE



INDUSTRY PARTNERS

No company works alone. Within the condominium industry, **you will find yourself working with countless other professionals** who each contribute to helping a condo community thrive. Many of the people you will find yourself working with **come from other fields as well, overlapping frequently as required.** This includes but is not limited to:

- Contractors
- Auditors
- Lawyers
- Accountants
- Engineers
- Cleaners
- Etc.

Be prepared to deal with a variety of different people with **various expectations, roles, and responsibilities outside of your property management corporation.**



KNOW THE POSITIONS

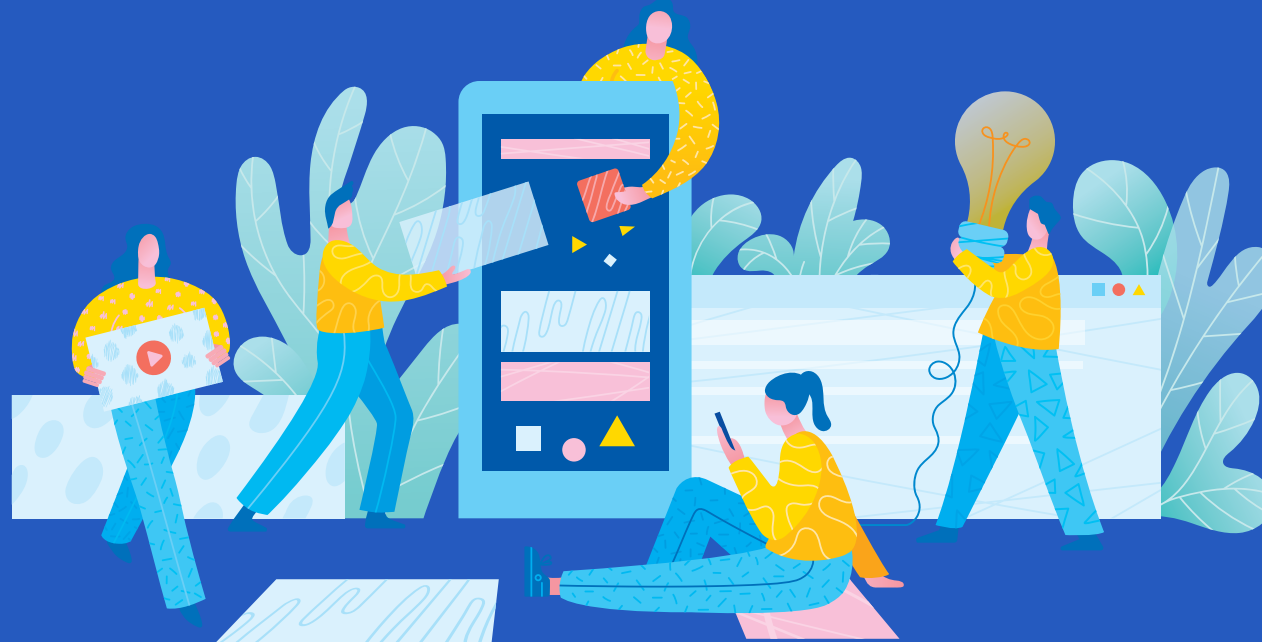
Condo communities, like any other field, require many different roles to function properly. If one role isn't the right fit, there may be another position within the industry you find more suited to your skills. Within Alwington Communities, **we hire for the positions of Property Managers and Property Administrators**, and intend to expand into hiring support staff such as **Administrators and Accountants**, each of which come with **their own set of skills and requirements** that may be exactly what you're looking for.



For those who are new to the industry, Property Managers and Property Administrators may sound like the same role. A Property Manager is responsible for the **day-to-day upkeep of a condo community, working closely with the Condo Board, residents, and owners**. A Property Administrator, however, **provides administrative support to the Manager as an incumbent who is responsible for a variety of services related to the operation of the properties**. While an Administrator is an often overlooked position, it can provide the most valuable experience for becoming a Manager down the line.

JACK-OF-ALL-TRADES

Property Management is a multifaceted service. **A Property Manager must be flexible, knowledgeable, and be able to provide a vast spectrum of duties competently.** Not only does the building rely on a Property Manager to run smoothly, but residents of a condo community also rely on the Property Manager for many things. **From the Reserve Fund and budget forecasting to maintenance and rental agreements,** a Property Manager must be able to do it all. Alwington has provided a number of helpful resources for Property Managers <https://www.alwington.com/guide-to-condo-management>, which can give you a good idea of the many responsibilities you might face in this position.



CHAPTER 4

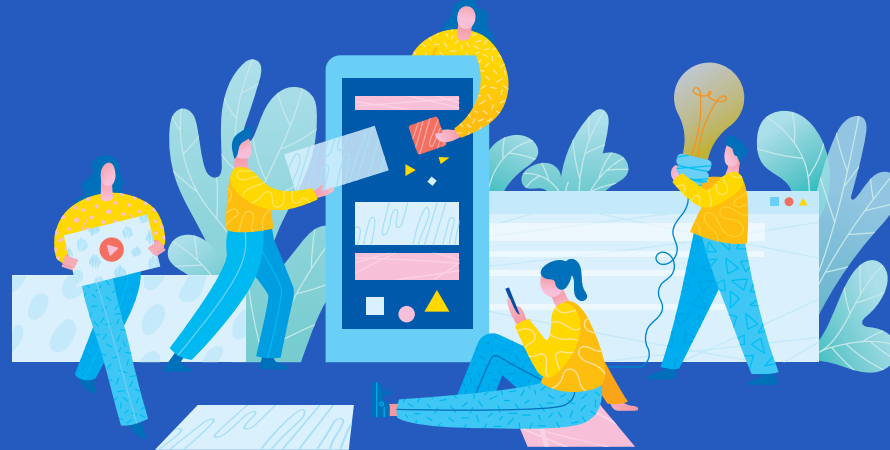
ALL ABOUT ALWINGTON



WHAT WE DO

As a property management company, Alwington Communities Inc **provides expert property management services to condo communities across the GTA**, with a **focus on properties in the Oshawa to Kingston area**. Offering **Board and Resident support, Building Operations Management and Financial Management** to our wide range of clients, we work hard to build community powered condos.

The three fundamental promises we make to our clients is to **provide careful financial stewardship, dynamic property performance, and effective community building**.



OUR GOALS

It is our aim to become the most trusted property management company in the GTA. We strive daily to be a team that **Condo Boards can be confident in**, knowing that their property is **in the best possible hands**. Following our three tenets as stated above, we want our reputation to reflect these promises as we look towards the future, and we know that the only way to do that is with hard work and dedication.

Our focus is not only on supporting our clients, but also our staff. **We favour work-life balance in all employees**, which is one of the most important promises we make to our team. When you become a member of the Alwington Team, **you become a respected member of a strong community**. It is essential to us as a company to invest in our employees, especially in an industry that requires the constant education that property management does. With **mentorship, tuition reimbursement, and in-house training**, we use all available resources to **maintain a well-trained, well-supported team of happy, talented, hardworking individuals**.

JOINING ALWINGTON COMMUNITIES

If this field is one you wish to be a part of, Alwington Communities is the prime choice for those who are interested in a **company that will support and invest in your growth**. Our current team consists of **over ten Property Managers in the field**, with an **additional six support staff**. We are, however, looking to grow our family in the coming years. To start with, Alwington is **looking to hire at least five more Property Managers, with a future interest in Administrators** to join us and build their experience while providing excellent support to our team. If you have a passion for providing high-quality customer service or wish to start a career in the industry, Alwington Communities may have a place for you.



CHAPTER 5

CONCLUSION



Every condominium needs a Property Manager to function. Within the industry, there are **many different responsibilities, roles, and requirements that must be filled in order to build a successful condo community**. With the rise in condos over the years, there is an increasing demand for industry professionals, including Property Managers, Property Administrators, and support staff that are all **critical to ensuring that a condo community thrives**. A flexible, rewarding industry, property management is a worthwhile career for driven, personable individuals who are up to the challenge of continuing education and broad responsibilities. If this is the field you want to be a part of, look for a company that will support you, facilitate your growth, and help you on your path to success. **At Alwington Communities, we proudly invest in our people.**

To join the Alwington Team, contact us at careers@keilty.com

CITATIONS:

[1] <https://acmo.org/licensing-education/course-information>

[2] <https://www.marekapm.com/important-2020-regulations-to-become-a-property-manager-in-ontario/>