



**55** Condos

| **21** Managers

| **5143** Units

## Service Excellence

We're raising the bar on service delivery with our focus on key deliverables.

**1,444**

deadlines to comply with the Condo Act  
and our service level agreements

**99.2%**

of deadlines successfully  
achieved in 2023

## Tech-Elevated Service Delivery

We're leveraging technology to support our deliverables and enhance the customer experience.

**10,483** invoices paid by  
electronic payment

Average invoice  
payment time:  
**31.14** days

Over **81%** of payments  
made electronically  
saving on paper and  
postage, and increasing  
the speed of payment  
of invoices

**19,372** required notices sent  
under the Condominium Act

Over **82%** were delivered  
electronically saving over  
**300,000** sheets of paper

## Consistency is Key

We believe our number one job  
is to deliver transparency,  
accuracy and reliability.

Meeting deadlines consistently  
is key to building trust and  
proving our reliability.

**\$0** in overdue payment interest due to  
timely payment of invoices

**376** status certificates prepared in 2023

**0** status certificates late

**4.86** avg. days from request to provision

## Managing Communities for the Future



Our tech-elevated services are changing the way people  
experience community living, connect with their neighbours  
and interact with their homes to support a sustainable future.

**7** properties retrofitted to  
prepare for EV's

**90** EV chargers ready  
to be installed

## Continuous Learning

Residential community living is complex. If we can add value  
through education, we are all better for it.



**336**  
**HOURS**

of continuing education at internal managers meetings  
on topics ranging from EV's to plumbing, maintenance,  
and customer service