Creating, maintaining, and accessing records is an essential function in any business or organization. In the condo industry, records enable accountability on multiple levels:

- Accountability of the board of directors to owners, mortgagees, and potential buyers
- Accountability between condo management and their clients
- Accountability between condo management and the CMRAO

How legal and ethical obligations related to records management are enforced by the CMRAO

When considering a complaint about a licensee’s actions related to records, the CMRAO may consider the following criteria in determining an appropriate course of action:

- The legal and ethical requirements to create, maintain, secure, transfer, or give access to a record.
- Whether a record would reasonably be expected to be created or maintained to provide condo management services in the particular circumstances.
- The presence and quality of advice and information provided by the licensee in supporting the board’s deliberations and decisions about records.
- Timeliness, due diligence, quality, and completeness of the transfer of records and any extenuating circumstances that impede efforts.
- The nature of any direction provided by the condo board of directors about records.
- Contractual requirements between the corporation and management.
Transferring Records at the End of a Contract

While the General Regulation gives licensees 15 days to transfer records upon termination of a contract, it is often reasonable for this process to begin before the contract is officially terminated.

Quick Tips for Condo Managers:

- Transfer documents and records to the client no later than 15 days after the termination of a contract.
- If a document or record does not exist at the time of termination, you are required to create, copy, and transfer the record to the client within 30 days of termination.
- If instructed by the client, transfer documents and records directly to the incoming manager/management company.
- In the interest of the client and as a professional courtesy to other licensees, aim for a smooth transition to the incoming manager/management company.

To see the complete guide, Records Management for Condo Managers, please visit the CMRAO website.