



## President's Report 2021

2020 was definitely a year like no other. Even with the many challenges presented by the pandemic, we heard numerous stories of hope and kindness, of strata corporations coming together to support each other and take care of owners, tenants and residents in their communities. Whether it was picking up groceries, helping with deliveries, checking in on one another or taking a neighbour's dog for a walk, there were many stories of kindness to share.

Like many of you, CHOA also had to adapt to the changing environment. Through these challenging times CHOA managed to maintain a full complement of staff to meet our member needs and provide support for electronic meetings to managers and strata corporations—all without the need for any government support or subsidies. We are especially grateful for the ongoing partnership with BC Housing that helped make it all possible.

Insurance renewals and coverage continue to be the main topic of concern for most strata corporations and owners across BC, and our staff are continuing to investigate other insurance models on your behalf, with the hopes of either a competitive market once again or an entirely different structure of insurance for multi-family properties.

Recognizing the need for information, CHOA quickly pivoted our education program and launched our online "Lunch & Learn Live with CHOA" webinar series in May. Attended by hundreds of people each week, these complimentary webinars provide much-needed resources to strata corporations struggling with the administration of their buildings during COVID-19.

After the success of our summer "Lunch & Learn Live with CHOA" webinars, CHOA hosted our fall education program online, which was attended by over 1,200 people. In light of that strong turnout, our spring 2021 education program will also be held online. Following a successful provincial immunization program, we anticipate hosting both in-person and virtual seminars in the fall of 2021. Please watch the CHOA website and subscribe to the CHOA eUpdate for updates.

Finally, a note of appreciation. Thank you to Provincial Government housing policy staff, including Doug Page, Veronica Barlee and Julie Ko for their leadership and ongoing consultation during this period. Thank you to my fellow Board members, CHOA staff and our members who have supported us during this past year.

Regards,

Ryan Abbott  
President, CHOA Board of Directors 2020-2021