

# THE ELEVATOR Insiders

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A newsletter buzzing about board governance and management of condo and not-for-profit boards.

As the winter (hopefully) draws to a close, we here at BoardSpace are really looking forward to spring and what the new season will bring. Our team has been working feverishly on providing new innovations to the BoardSpace app; which we are very excited to share with you in the upcoming future.

In the meantime, we have been working on some new cool ideas to share with you.

In this edition, we have included one new blog post, as well as a new press release and several other interesting tidbits of information. We always love to receive comments on blog posts or suggestions for new content. Hit reply to this email and let us know your thoughts.

Pat Crosscombe & Chris Gray, Co-Editors

## **Managing condo owners' expectations**

The relationships between condo owners and board directors is critical to having success and getting things done. With any good relationship comes boundaries and healthy communication practices.

Let me create a scenario.

It's a Saturday afternoon and you're out for a walk with your dog. You see a neighbor walking towards you and as he approaches, he begins discussing a recent decision the condo board has made. Obviously, you are not prepared,

nor are you in the right mindset to answer his questions. This is a clear example of not understanding boundaries or the relationship between condo owners and directors.

[Read more](#)

## **New partnership with Snail Lockers**

As of last month, we have agreed to a new and exciting partnership with Snail Lockers! They are another Canadian-based company that provides fully integrated, smart parcel lockers for retail outlets, pharmacies, office buildings, school campuses, commercial industry and multi-residential properties such as apartments and condominiums.

We are very excited to have Snail join us in providing sophisticated and useful technology solutions for condos and apartment buildings. Snail is a cool company to watch out for as they have effectively innovated the parcel delivery process for residential buildings. You can read more about them [here](#).

To learn more about our new affiliation with Snail, check out this press release on our [website](#).

## **A few questions for our readers**

1. What does your board do to boost morale between your members? We know from experience that board meetings can become mundane and boring after a while. So what does your board do to get its members engaged and excited?

2. What technological trends in 2020 are you the most interested in? We found this great [article](#) from VentureBeat outlining the top 10 trends in technology that will impact our lives.

## An interesting fact

Lastly, we wanted to share a cool excerpt from one of our [podcasts](#) with Bonnie Oakes Charron. Here Bonnie discusses Clifton Strengths and why they are valuable in governance. Enjoy!

**Clifton Strengths:** "Very special and unique in the way that it accesses people's top 34 talents and ranks them. It allows for you to develop them into strengths. In governance, it can be a very challenging sector and place work. Any tool that helps us to better interact with people is definitely welcome." – Bonnie Oakes Charron

[Listen more here](#)

**Yours in good governance,**

Pat Crosscombe & Chris Gray

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