



## Veronica Franco

Partner

Strata Property

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### Profile

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Noise. Smoking. Airbnb. Leaks. Tenants. All issues and more that affect strata corporations and property managers on a daily basis. Veronica helps to balance the rule of the law with the reality of day-to-day life.

### Work Highlights

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#### **Strata Plan VR 390 v. Harvey and Edgar**

- > Successfully representing a strata corporation who was awarded special costs twice against the same owner arising out of that owner's flagrant and significant breaches of the strata corporation's bylaws and the court's orders

#### **The Owners, Strata Plan LMS 1383**

- > Successfully representing a strata corporation to have a special levy to fund repairs deemed approved by arguing, in part, that the normal requirement for a 3/4 vote resolution authorizing litigation is not required prior to starting the law suit

#### **Strata Plan NW 971 v. Daniels**

- > Successfully arguing on behalf of a strata corporation that Robert's Rules of Order can be

used to assist in general meeting procedures where the strata corporation's bylaws and the Strata Property Act contains gaps in rules of procedure

*Additional work highlights below*

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Veronica's mandate is to help strata corporations and property managers identify and address issues before they become problems.

### **Services**

- > Reviewing and drafting bylaws and resolutions
- > Assisting with bylaw enforcement proceedings: levying fines, council hearings, evictions of owners and tenants
- > Reviewing and drafting contracts: employment, construction, strata property management and various contracts with service providers
- > Attending at annual and special general meetings
- > Assisting in Collections: fees, fines, special levies, deductibles and other chargebacks
- > Bringing lien enforcement applications
- > Initiating forced sales of strata lots
- > Bringing applications to appoint an administrator
- > Defending Human Rights Code Complaints
- > Arbitration under the Strata Property Act
- > Amendments to strata plans
- > Amalgamations and winding up of strata corporations
- > Establishing sections in strata corporations
- > Advising on issues arising in bare land strata corporations
- > Developing privacy policies and defending complaints regarding breaches of privacy
- > Bringing court applications to deem special levies approved
- > Reviewing cell tower/communications agreements
- > Changing designation of parking stalls and storage lockers
- > Reviewing cost sharing agreements for strata amenities
- > Assisting with proceedings at the Civil Resolution Tribunal
- > Providing advice in relation to strata governance

Veronica is a leader in the practice of strata law in BC and one of the top contributors to advancing education within the industry, presenting regularly for the Condominium Home Owners Association, the Professional Association of Managing Agents, and the Continuing Legal Education Society. She also updates three chapters for the Strata Property Practice Manual for CLE and reviews the manuals for the Advanced Strata Management Course offered through Langara College.

Whether it is through education, litigation or providing strategic advice, resolutions and bylaws, Veronica finds cost-effective ways for people to live better together in a strata community.

The issues faced in strata communities are visceral and impact peoples' everyday lives. As a calm and collected voice, Veronica provides advice that allows strata corporations and property managers to tackle tough human issues so as to improve the strata community.

# Credentials

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## Industry Involvement

- > Professional Association of Managing Agents, education committee member, 2008 - Present
- > Professional Association of Managing Agents, member
- > Quickscribe, expert annotator, 2024 - Present
- > Strata Property Agents of British Columbia, member
- > The Continuing Legal Education Society of British Columbia, editorial board, Strata Property Practice Manual

## Education & Call to Bar

- > Harvard Law School, Leadership in Law Firms Certificate, 2022
- > Call to Bar: British Columbia, 1999
- > University of British Columbia, Bachelor of Laws, 1998
- > University of Toronto, Bachelor of Science, 1994

## External Presentations

- > Panelist, "Your Legal Questions Answered", Preferred Vendors Tradeshow, FirstService Residential, January 2024
- > Presenter, "New Strata Property Act Amendments", Canadian Condominium Institute, February 2023
- > Presenter, "Managing the Risks of Condo Living", Insurance Institute of Canada BC Chapter, May 2022
- > Presenter, "Electronic Meetings: High Rise, Sections, Air Parcels/Commercial", Condominium Home Owners Association of BC, October 2021
- > Presenter, "Electronic Meetings: Town Houses And Small Apartments", Condominium Home Owners Association of BC, October 2021
- > Presenter, "Navigating BC's Restart Plan for Strata Corporations in BC", Condominium Home Owners Association of BC, June 2021
- > Presenter, "Phased Strata: Developments", Professional Association of Managing Agents, May 2021
- > Presenter, "Webinar - with Lisa and Veronica", Professional Association of Managing Agents, April 2020
- > Presenter, "Connecting While Safe Distancing", Professional Association of Managing Agents, April 2020
- > Presenter, "Airbnb in Strata Corporations", October 2016
- > Presenter, "Implementation of the CRT", Professional Association of Managing Agents, September 2016
- > Presenter, "Enforcing Short Term Rental Bylaws", Professional Association of Managing Agents, March 2016
- > Presenter, "Mum's the Word: A Strata Corporation's obligations under the Personal Information Protection Act", Professional Association of Managing Agents, February 2016
- > Presenter, "The Rights and Wrongs, How to Deal with Smoking in a Strata

- Corporation", Canadian Condominiums Institute Vancouver Chapter, November 2015
- > Presenter, "Rental Restrictions in Strata Corporations, What is the latest in residential rentals?", Professional Association of Managing Agents, March 2015
  - > Presenter, "Enforcing the nuisance and noise bylaws: What are the property manager's and strata council's respective duties and roles?", Professional Association of Managing Agents, October 2014
  - > Presenter, "The New Form B: Much ado about Parking and Storage Lockers", Professional Association of Managing Agents, October 2013
  - > Presenter, "The Limitation Act & Collections Update", Professional Association of Managing Agents, April 2013

## **Additional Work Highlights**

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### **Yang v. Strata Plan LMS 4084**

- > Successfully arguing on behalf of a strata corporation that a section has no common property and, therefore, the strata corporation is responsible for the repair and maintenance of a section