



# Condominium Authority of Ontario

## CAO Guide to Notices of Change

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**Date: April 11, 2024**

## What is a Notice of Change?

Under the [Condominium Act, 1998](#) (the “Act”), all condominium corporations in Ontario are legally required to file returns with the Condominium Authority of Ontario (CAO) annually. For more information on returns, please visit the CAO’s website at [www.condoauthorityontario.ca](http://www.condoauthorityontario.ca).

After a corporation has filed its initial or annual return with the CAO for the current year, they must file a **notice of change (NOC)** if certain information included in the return changes (e.g., a change in the board of directors or in the management of the condominium corporation).

All notices of change must be filed electronically with the CAO through the [CAO’s online filing system](#).

Notices of change must be filed **within 30 days of the change** and must indicate:

- what information has changed; and
- the date(s) that the change(s) took effect.

A notice of change can also be filed to correct certain types of information that was previously provided in a return or notice of change.

## Who Can File a Notice of Change?

The following people can file a notice of change:

- A director or officer of the corporation;
- A licensed condo management provider; and
- An individual having knowledge of the affairs of the corporation (for example, the corporation’s lawyer or accountant).

To file a notice of change using the CAO’s online filing system:

- The corporation must have first filed its initial or annual return for the current year (and any outstanding returns for previous years).
- The individual filing the notice of change must have an account with the CAO and have the ability to “act on behalf of” the corporation. For more information on accounts and permissions, please:
  - Read the [Guide to Creating Accounts and Managing Corporation Profiles in the CAO’s Online System](#) available on the CAO’s website; or
  - Fill out a request form on our [Contact Us](#) forms page

## Summary of Information that can be Changed/Corrected

The chart below provides an overview of:

- The types of information that can be updated by filing a notice of change;
- Whether each change requires you to provide the effective date of the change; and
- Whether the information will be visible on the [CAO's searchable Condo Registry](#).

<b>Corporation Information</b>	<b>Effective Date Required</b>	<b>Public Registry</b>
Full Legal Name of the Condo Corporation		✓
Operating Name of the Condo Corporation		NO
Date Corporation was Registered at the Land Registry Office		✓
Type of Condominium Corporation <ul style="list-style-type: none"> <li>• Standard/Common Elements/Vacant Land</li> <li>• Freehold/Leasehold</li> </ul>	✓	✓
Total Number of Units (does not apply to common elements)	✓	✓
Total Number of Voting Units/Maximum Number of Votes	✓	✓
Date of Turn-over Meeting (if on or after January 1, 2018)		NO
Name of Declarant, if Turn-over Meeting not held by Jan 1/18		✓
Fiscal Year Start and End Dates		✓
Date of Last Annual General Meeting		✓
Superior Court of Justice Order in Effect: <ul style="list-style-type: none"> <li>• Date of Order</li> <li>• Name and Address of Administrator or Inspector</li> </ul>	✓	✓
Email Address for Service	✓	NO
Address for Service for the Corporation	✓	✓
Municipal Address(es) Listed in the Declaration		✓
Board of Directors: Name and Appointment/Election Date of Every Current Director	✓	✓
Current Condo Management Service Providers: <ul style="list-style-type: none"> <li>• Name and Address of Licensed Management Company</li> <li>• Name and Address of Licensed Individual/Employee</li> </ul>	✓	✓
Current Other Representative(s)	✓	NO

## Notice of Change – Mandatory Questions

When a corporation files any NOC, it must report if there has been any activity regarding the condominium property's sale, expropriation, or if the Act no longer applies to the property. The CAO's online filing system will display these mandatory questions.

### **The mandatory questions are:**

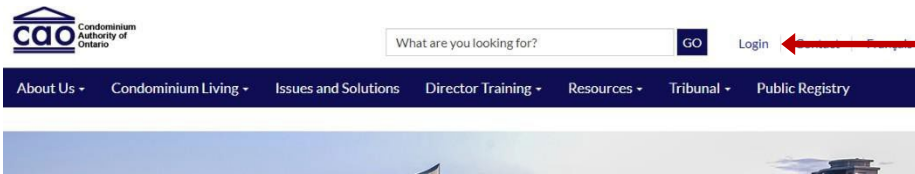
1. Has the Corporation sent for registration, a notice terminating the government of the property by the Act under subsections 122 (1) or 123(7)?
2. Has the Corporation sold the property and complied with subsection 124 (3) of the Act?
3. Has the Corporation received a notice of intention to expropriate?
4. Has the Corporation made an application to the Superior Court of Justice(SCJ) for an order, or received an SCJ order, terminating the government of the property by the Act under subsections 128 (1) or 128(2)?
5. Has the Corporation received written notice of an application under subsection 128 (1) of the Act or any other legal action for an order described in subsection 128 (2) of the Act?

### **Leasehold condominium corporations must also answer the following questions:**

6. Has the Corporation received written notice of an application to the SCJ or any other legal action for an order terminating all of the leasehold units, as described in subsections 173 (1) and 173 (2) of the Act?
7. Has the Corporation received a written notice of intention not to renew all the leasehold interests in the units in the corporation, as described in clause 174 (1) (b) of the Act?
8. Has the Corporation given notice to the lessor if the owners vote against the renewal of the leasehold interests, as described in subsection 174 (6) of the Act?

# How to Access a Notice of Change

**Please Note:** To file a notice of change, a condo corporation must have first filed its initial or annual return for the current year (and any outstanding returns for previous years).



**Step A:** Go to the CAO's website and click on "Login."



If you experience any problems with logging in, please contact the CAO.  
Si vous rencontrez des problèmes de connexion, veuillez contacter l'OOOSC.

Please note that you only need one personal account with the CAO to access all online services and your associated condominium corporations.

To create a personal account, please click on the "Create an Account" button.

If you already have an account with the CAO, please login below.

Veillez noter que vous n'avez besoin que d'un seul compte personnel auprès de l'OOOSC pour accéder aux services en ligne et à vos associations condominales.

Pour créer un compte personnel, veuillez cliquer sur le bouton « Créer un compte ».

Si vous avez déjà un compte auprès de l'OOOSC, veuillez vous connecter ci-dessous.

[Create an Account/Créer un compte](#)

### Login/Connexion

Username/Nom d'utilisateur  
CAOTest123

Password/Mot de passe  
\*\*\*\*\*

[Forgot your password/Mot de passe oublié](#)

[Login/Connexion](#)

**Step B:** Enter your Username and Password and click on "Login/Connexion."



**Step C:** Select your name at the top and select "My Corporations" from the dropdown menu.

## My Corporations

CAO Test

To view/edit Corporation details select Corporation from the list below.

Corporation ↓

ONTARIO STANDARD CONDOMINIUM CORPORATION NO. 1234

- Profile
- My Corporations
- Redeem Invitation

**Step D:** Select your condo corporation.


## File a Condominium Return / Notice of Change


To begin filing condominium returns, please select the applicable return below. If you have multiple outstanding returns, please note that you must file the earliest condominium return first. For example, if you need to file a 2018-2019 and a 2019-2020 Annual Return, you will need to file the 2018-2019 Annual Return first.

Before you begin filing returns, please ensure you have all the required information. For more information on what needs to be included in a condominium return, please review the Returns Filing Checklist by clicking [here](#).

**Note:** All outstanding condominium returns must be filed before any notices of change can be filed.

**Corporation Legal Name:** ONTARIO STANDARD CONDOMINIUM CORPORATION NO. 1234  
**Date of Registration:** 03/09/2019

I would like to: Service Status 

<input checked="" type="checkbox"/> File a Notice of Change	Available 
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Select the desired action above, and click START.

Previous **START** Exit

**Step E:** Select “File a Notice of Change” and then click on the “Start” button.

## Completing and Filing a Notice of Change

### A. Selecting the Information to be Changed/Corrected

- To begin filing your NOC, first select what information you want to change/correct.
  - To select or unselect an option, simply click on the box next to it.
- A corporation cannot report that they have held a turn-over meeting through a NOC. If your corporation has held a turn-over meeting on or after January 1, 2018, it must file a turn-over return within 90 days of the turn-over meeting.
  - The “Turn-over Meeting” portion of a notice of change can only modify the date of a turn-over meeting previously reported within a turn-over return, as long as it doesn’t affect the legal requirement to file a turn-over return.
- Once you’ve selected all the options that you want to change/correct, click on the “Save and Next” button.
- If you only want to report on the mandatory notice of change questions (outlined on page 4 of this guide), then select at least one of the options and click the “Save and Next” button. You can answer these questions and submit the NOC without any other changes. Please note that you must answer these questions on every NOC filed.

## Figure A

Please, select the information you would like to change/correct by checking the corresponding box(es).

- Operating Name of the Condo Corporation (Correction)
- Type of Condo Corporation (Correction)
- Phased/Non-phased Corporation (Please contact the CAO for further assistance.)
- Units/Voting Units or Maximum Number of Votes (Please contact the CAO for further assistance.)
- Turn-over Meeting (Correction)
- Name of Declarant (Correction)
- Fiscal Year Start and End Dates (Correction)
- Date of Last Annual General Meeting (Correction)
- Court Appointed Inspector or Administrator
- Email Address for Service
- Address for Service
- Municipal Address(es) (Correction)
- Board of Directors
- Condo Management Service Providers
- Other Representatives (Correction)

To file a Notice of Change related to legal actions or other Notice of Change information not listed above and required to be filed under the O. Reg. 377/17, please click the "Save and Next" button below.

Go Back

Save and Next

Exit

### B. Changing/Correcting the Selected Information

- Once you have selected the information you want to change/correct, the online filing system will display the information contained in the CAO's records that was provided in the corporation's last return or NOC.
- **Director/Manager Changes:** When adding or removing a director, condo management company or condo management individual, you must provide the effective date of the change.
- **Condo Type Corrections:** In most cases, corrections to the "Type of Condo Corporation" will require you to also confirm the number of units, voting units or maximum number of votes of the condo.
  - For example, if the corporation type is being changed from "standard" to "common elements", you will be asked to enter the maximum number of votes.

- **Note:** If a condo corporation needs to change or correct any of the following types of information, [you will need to contact the CAO for assistance](#):
  - The date that the corporation was registered at the Land Registry Office.
  - The total number of units, voting units or the maximum number of votes for a common elements corporations.
  - The registration of a new phase for a phased corporation.

### C. Submitting the Notice of Change

- To submit a notice of change to the CAO, first click the box confirming that the information you have provided is accurate.
- Click the “Submit” button.

#### Acknowledgment

I confirm that the above information is complete and accurate to the best of my knowledge. \*

Go Back   **Submit**   Exit

#### Submit the Notice of Change

- 1) Click to confirm that the information is complete and accurate.
- 2) Click the “Submit” button.

- A notice of change must be completed and filed in one session. If you end the NOC process before you click the “Submit” button, no changes will be made and you will lose whatever information you have entered.
- If the system requests an effective date of a change, then the date is mandatory and must be provided.
- If you made an error when filing a notice of change or become aware of additional changes that need to be filed, you can file another NOC. There is no limit to the number of NOCs that can be filed.



## Viewing the PDF of a Filed Notice of Change

After you have submitted the NOC, the CAO's online filing system will save the information you have provided in a PDF that you can view, save and/or print. To access the returns and NOC PDFs, click on the "Returns History" option on the menu on the left of the corporation's profile.

- Corporation Profile
- Contacts
- Returns History
- Invoices and Payments
- Corporation Details

### Corporation Return Records

**Corporation legal name:** ONTARIO STANDARD CONDOMINIUM CORPORATION NO. 1234

Your Corporation has the following Returns created:

Return Type	Fiscal Year	Submitted On	Action
Notice Of Change	2020-2021	15/05/2020 10:41 AM	<a href="#">Download PDF</a>
Turnover	2020-2021	17/04/2020 2:07 PM	<a href="#">Download PDF</a>
Annual	2020-2021	15/04/2020 9:52 AM	<a href="#">Download PDF</a>

## Frequently Asked Questions

### 1. Can I file multiple notices of change on the same day?

Yes. Every notice of change has a date and time stamp so you can keep track of all the notices of change being filed, and the order they were filed in.

### 2. Do I have to provide an email address when adding a new director?

You must provide a unique email address for all directors added to a condo return or notice of change. Providing an email address is mandatory regardless of whether the director has act on behalf of privileges or not.

When an email address is provided:

- The director will receive an invitation to create a CAO account and to access the CAO's director training program once the NOC is filed. Note that director training is mandatory for directors with a current term appointment/election/re-election date on or after November 1, 2017. [More information on mandatory director training can be found on the CAO website.](#)
- The director will receive courtesy email reminders if they are at risk of missing their mandatory director training deadline.

When adding directors, please note that:

- Each director must have a unique email address. The online filing system will warn you when a provided email address is already being used by another CAO account under a different name.
- If you are inviting a director who has already created an account with the CAO, **you must provide the same name and email address that the director used while creating their personal CAO account.** If you do not know what email address or name they used to create their account, you should confirm with them before you file.
- A best practice is to ensure at least two board directors have "Act on Behalf of" privileges. This would help in situations where a new condo manager needs to be added to the corporation profile or if the primary director of a self-managed condo corporation is unavailable.
- Director email addresses will never be made public. If a director is still concerned about privacy, consider creating a free email account for the director for corporation business.

### **3. I am a condo manager and our contract is ending soon – what should I do?**

On the last day that a condo manager can act on behalf of a condominium corporation, the CAO recommends that the outgoing manager file a notice of change for the corporation to:

- Delete the outgoing condo management company and/or individual.
- Add the new condo management company and/or individual, if known.
- If the new management individual is not known, then ensure that at least one director can “Act of Behalf of” the corporation.
- Ensure that the corporation’s email address for service is not the email address for the outgoing condo management company/individual.

Please note that the condo management information that is displayed for a corporation in the Public Registry can only be updated through the filing of a return or NOC.

### **4. How can a new condo manager, who cannot access the corporation profile, be added to the corporation through a NOC?**

Any director who has a CAO account and permission to “Act on Behalf of” the corporation in the CAO’s system can file a NOC to add a new condo manager. If this is not possible with the help of the new condo manager, then the new condo manager can file a request on our [Contact Us](#) page.