

Representatives in the CAT-ODR System: A User Guide

Contents

What is a representative? 1

 Do I have to have a representative? 1

 Who can be a representative? 2

 What is a Primary? 2

 Changing representative roles 3

Inviting a representative 4

Removing a representative 4

Filing an application as a representative 5

Joining a case as a representative 5

Other User’s Representatives 6

Have Questions? 6

What is a representative?

A representative is a person who acts on behalf of a Party (i.e., an Applicant, Respondent, an Intervenor that joins a CAT case, or anyone else granted Party status) in a CAT case.

The CAT’s Online Dispute Resolution (CAT-ODR) system allows Parties to have one or more representatives.

Do I have to have a representative?

Condominium unit owners or occupants do not have to have a representative. They can choose to have a representative if they want or they can represent themselves.



- *Owners or occupants can represent themselves or have someone else act on their behalf*

Condominium corporations must have someone represent them. For more information, review the **Who can be a representative?** section below.



- *All condo corporations must have a representative*



Did You Know? Representatives must have their own account with the CAO in order to participate in a CAT case.

Who can be a representative?

An owner, occupant, purchaser or mortgagee can be represented by:

- a lawyer or paralegal licensed by the Law Society of Ontario (LSO); or,
- a person who is exempt from the Law Society's licensing requirements, which includes a friend or family member who is helping the User without receiving any fee. For more information, [please review Part V of the Law Society's By-Law #4](#).

A condominium corporation can be represented by:

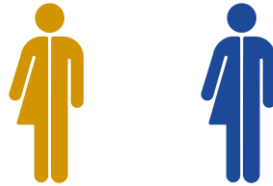
- a lawyer or paralegal licensed by the Law Society of Ontario;
- a director of the condominium corporation;
- a condominium manager licensed by the Condominium Management Regulatory Authority of Ontario (CMRAO); or
- a person who is exempt from the Law Society's licensing requirements. For more information, [please review Part V of the Law Society's By-Law #4](#).

The CAT has developed a guide to help Users join cases through the CAT-ODR system. You can access the [CAT's Joining a Case Guide here](#).

What is a Primary?

The CAT-ODR system allows both Parties and their representatives to access a case – however, a Party and their representative cannot both actively participate at the same time. That is because only the Primary on a case can take actions in the case, and only one person can be the Primary at any time.

Users can easily switch the Primary and can make themselves the Primary at any time.



Only one person can be the Primary at a time

The Primary User can:

- Create and accept settlement offers;
- Participate in polls;
- Post messages under the Message Centre or Written Hearing tab;
- Post or remove documents; and,
- Ask Questions or Make Requests.

Non-primary Users can:

- Read settlement offers;
- Access documents; and,
- Read messages under the Message Centre or Written Hearing tab.



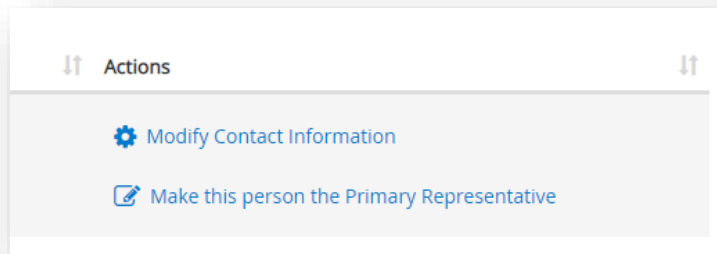
Did You Know?

- If an Applicant files a case without a representative, they will automatically be the Primary on their case.
- If the Applicant adds a representative after Stage 1 – Negotiation starts, the representative **will not** automatically become the Primary. They can make that person the Primary by following the steps below.

Changing representative roles

The Primary can make anyone else the Primary at any time by:

- Clicking on the “Case Summary” tab;
- Clicking the “Manage Representatives” button; and,
- Clicking on the “Make this person the Primary Representative” button that appears next to the person’s name.



Did You Know? A party can always make themselves the Primary at any time.

Inviting a representative

Any User can invite a representative to join the case at any time by:

- Going to the “Case Summary” tab;
- Clicking the “Manage Representatives” button;
- Clicking the “Invite a representative” button; and,
- Entering the email address and name of the representative and clicking the “Send” button. The CAT-ODR system will then send an invitation email to the representative.

Note: The invitation will be listed as “pending” until the representative joins the case.

Sample Representative
Sample.Representative@sampleemail.com

Pending



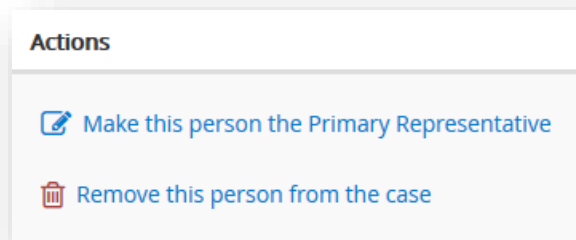
Did You Know? A User can cancel a pending invitation to a representative by clicking on the “Cancel Invitation” button.

Removing a representative

The Primary User or representative can remove a representative from a case at any time by:

- Clicking on the “Case Summary” tab;

- Clicking the “Manage Representatives” button;
- Clicking the “Remove this person from the case” button that appears next to the representative’s name.



Filing an application as a representative

A representative can file an application on behalf of an Applicant as long as they identify themselves as a representative when filing.

When a representative files an application on behalf of an Applicant, they will be asked to provide the Applicant’s contact information and email address. Once the application has been filed, the Applicant will receive an email with information on how they can join the application.



Did you Know? When a representative files an application on behalf of an Applicant, the representative will automatically become the Primary.

Joining a case as a representative

Note: Representatives must have their own account with the CAO to join a CAT case.

When a User adds a representative, the CAT-ODR system will automatically send an invitation to join the case by email to the representative.

The invitation email will contain a Code and Date that the representative will need to provide when joining the case.

To join the case as a representative, the representative must:

- Click on the “Join” button [located on our website here](#);
- Select your role;
 - If you are a lawyer, paralegal, or other representative, select “Myself”
 - If you are a director or condo manager and you will be acting as the representative for a condominium corporation, select “Representative of a condo corporation (Manager or Director)” and select the condo corporation from the drop-down list that appears.

- Provide the Code and Date included in your invitation and click the “Submit” button.

Other User’s Representatives

Any User can identify another party’s representative(s) by:

- Going to the “Case Summary” tab;
- Viewing the respective party’s representative; and/or
- In Negotiation, Mediation, or Tribunal Decision, by clicking the “View representatives” button that appears under the other party’s name.

The party’s representative (if any) will be listed under the role column as “Primary Representative” or “Administrators representing the company”. A person who is acting on their own behalf is listed as a “Self-represented Party”.

Have Questions?

If you have any questions, please contact us directly:

- Phone – Local: 416-901-9356
- Phone – Toll-Free: 844-880-5341
- Email: CATinfo@condoauthorityontario.ca