



CAO Condo Returns Guide

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Date: Aug. 26, 2025

Introduction

Ontario condo corporations are [legally required](#) to file condo returns with CAO, as stated in the Condo Act. This guide provides step-by-step instructions to help you navigate the online filing process from start to finish and covers information you need to know before, during and after filing your corporation's return. The information that corporations file is used to calculate annual assessment fees that corporations must pay to CAO. Certain details are also made publicly available on CAO's [Condo Registry](#).

Before Filing

Types of Returns

There are four types of returns:

1. **Annual return:** Filed annually by all corporations between Jan. 1 and March 31*
2. **Transitional return:** Filed only once by corporations created before Jan. 1, 2018
3. **Initial return:** Filed only once by corporations created on or after Jan 1, 2018, within 90 days of a corporation's registration.
4. **Turn-over return:** Filed by corporations within 90 days of a turn-over meeting being held on or after Jan. 1, 2018 – a meeting where the developer transfers important documents and control of the corporation to a new owner-elected board after the developer sells a majority of the units.

* Condo corporations created between this period must file an annual return within 90 days from registration.

Gather Required Information

1. Review [CAO's Condo Returns Information Checklist](#) to understand what is needed when filing a condo corporation's return.
2. Refer to the condo's declaration – it includes key information needed about the corporation, including its:
 - Full legal name
 - Registration date with the Land Registry Office
 - Details on the number and type of units
3. Check the corporation's other corporate records for additional information, such as recent information certificates which provide the names and roles of the board's current directors.

Check for Accuracy and Completeness

1. Ensure all information entered in the return is accurate and complete. Knowingly providing false or misleading information is an offence under the [Condo Act](#).
2. The most recent information about the condo corporation already provided to CAO will automatically appear in certain fields in the return. You can update or correct most of this information as needed.

First Time Filing

Condo corporations filing a condo return with CAO for the first time will need to file one of the two types of returns:

1. Initial return
2. Transitional return

After the corporation's first return is filed, it **must file a return every year between Jan. 1 and March 31.**

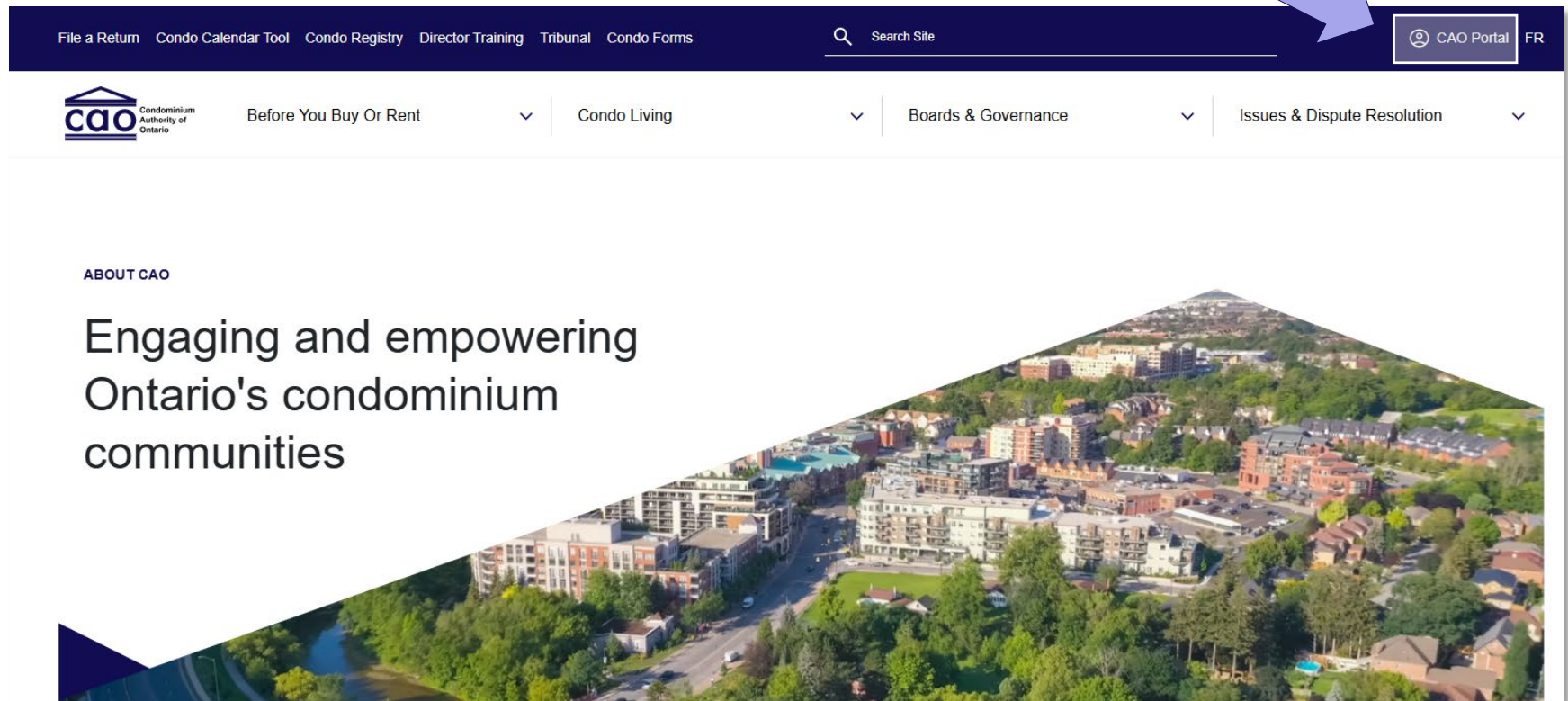
Filing Multiple Condo Returns

Sometimes you may need to file more than one condo return at the same time:

- If you are **filing an initial return** and **a turn-over meeting has already happened**, both the initial return and turn-over return will be filed together. After submitting, you can download both returns for the condo corporation's records.
- The CAO's online condo returns system will show you which returns are required based on the information you provide or the date you file.
- If the corporation has **more than one annual return to file**, each must be filed separately. You must pay the invoice for each return before the next one becomes available. Make sure all invoices are paid within 30 days of the issue date to avoid additional costs.

Ready to File

1. Visit CAO's website at thecao.ca.



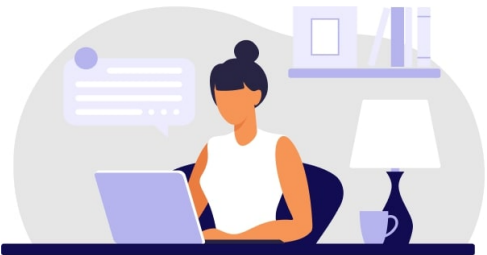
2. Click **CAO Portal** on the top right-hand corner of your screen.

Log in to CAO Account

1. Enter your **CAO account credentials** and click **Log in**.
2. If you do not have a CAO account, click **Create an Account** and follow instructions.

Having issues with creating your account?

Check out our [Guide for Creating Accounts and Managing Profiles](#) or [Contact CAO](#).



1

Welcome to the
CAO Services Portal

Log in to your account

① You only need one account to access all CAO services and any associated condo corporations.

Username

e.g., JaneSmith12

[Forgot your username?](#)

Password

Forgot your password?

Log in **Create Account**

2

CAO Services Portal

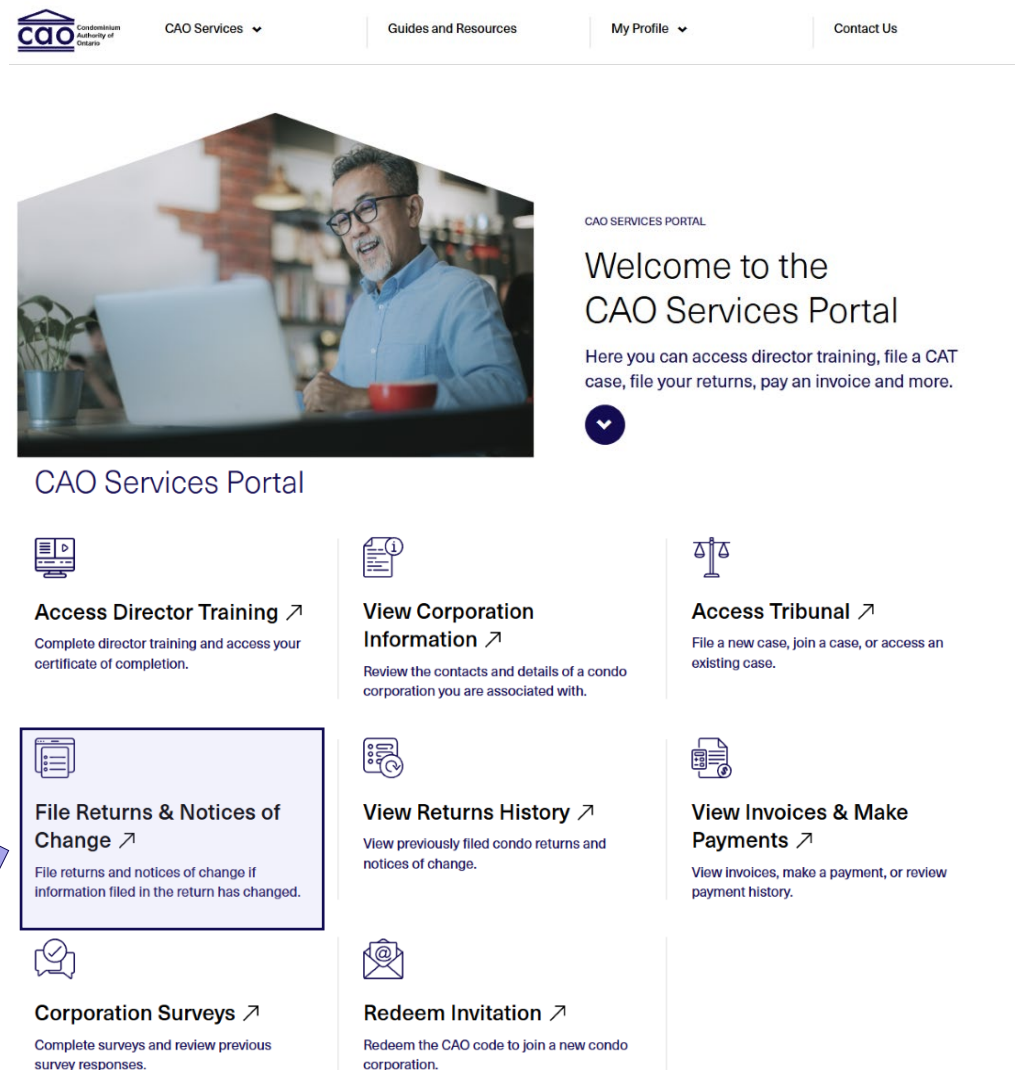
You are now logged into your CAO Services Portal where you can file condo returns or notices of change, make payments and more*.

1. Click **File Returns & Notices of Change**.

Here you can also do the following for all condo corporations linked to your CAO account:

- Review the corporation's information
- Look at previously filed returns or notices of change
- View invoices and payment history

* The ability to complete certain activities, like filing returns, will be restricted based on a contact's access permissions.



CAO Services Portal

Welcome to the CAO Services Portal

Here you can access director training, file a CAT case, file your returns, pay an invoice and more.

- Access Director Training** ↗
Complete director training and access your certificate of completion.
- View Corporation Information** ↗
Review the contacts and details of a condo corporation you are associated with.
- Access Tribunal** ↗
File a new case, join a case, or access an existing case.
- File Returns & Notices of Change** ↗
File returns and notices of change if information filed in the return has changed.
- View Returns History** ↗
View previously filed condo returns and notices of change.
- View Invoices & Make Payments** ↗
View invoices, make a payment, or review payment history.
- Corporation Surveys** ↗
Complete surveys and review previous survey responses.
- Redeem Invitation** ↗
Redeem the CAO code to join a new condo corporation.

Select your Condo Corporation

1. Review the **list of condo corporations** and identify those with outstanding returns.

You can also use **Search My Condo Corporation** if you are responsible for filing returns for several corporations.

2. Click on the **corporation name** to start the return filing process.

CAO SERVICES Portal

File a Return or Notice of Change
File returns and notices of change as mandated by the Condo Act

Search My Condo Corporation
ENTER THE LEGAL NAME OF A CORPORATION OR CHOOSE FROM THE LIST

Search...

Primary Role:

Permissions: ☐ Read Only ☐ Full Access

Returns: ☐ Filed ☐ Outstanding

Invoices: ☐ Paid ☐ Unpaid

Clear Apply Filter

Condo Corporation	Returns	Invoices	Primary Role	Permissions
ALGOMA COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 2627	Filed	Paid	Manager	Full Access
ALGOMA COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 4554	Outstanding	Paid	Other	Full Access
ALGOMA LEASEHOLD CONDOMINIUM CORPORATION NO. 2	Outstanding	Unpaid	Manager	Full Access
ALGOMA VACANT LAND CONDOMINIUM CORPORATION NO. 9922	Outstanding	Unpaid	Manager	Full Access
BRANT LEASEHOLD CONDOMINIUM CORPORATION NO. 15	Outstanding	Unpaid	Other	Full Access
BRANT STANDARD CONDOMINIUM CORPORATION NO. 13	Outstanding	Paid	Other	Full Access
BRANT STANDARD CONDOMINIUM CORPORATION NO. 14	Outstanding	Unpaid	Other	Full Access

1 - 10 of 16 items

Step 1: Getting Started

The Getting Started page has information on how to navigate CAO's condo returns filing system.

1. Click on **Learn how to navigate CAO digital products** to view this page in a new tab.
2. To stop this page from appearing again for the selected condo corporation's account, select the box next to **Never show again** in the bottom-left corner.
3. Click **Continue**.

The screenshot shows the CAO website interface. At the top, there's a navigation bar with links: Condo Calendar, Condo Registry, Tribunal, CAO Website, Log Out, and Français. Below this is a header with the CAO logo, 'CAO Services', 'Guides & Resources', 'My Profile', and 'Contact us'. The main content area is titled 'YOUR ACCOUNT Getting Started'. It contains a sidebar on the left for 'COCHRANE CONDOMINIUM CORPORATION NO. 333' with a link 'Learn how to navigate CAO digital products' highlighted by a blue arrow labeled '1'. The main text explains the filing process and includes a section for 'Find detailed explanations on the required information by clicking this icon.' Below this are three example boxes: an info box, a warning box, and an error box. At the bottom right, there are two buttons: 'Never show again' (highlighted by a blue arrow labeled '2') and 'Continue' (highlighted by a blue arrow labeled '3').

Step 2: General and Operational Information

2.1 Basic Information

This page contains **Read-Only Data** about the condo corporation from information that already has been collected or provided to CAO.

1. Click **Yes** or **No** to indicate whether the corporation is registered as a [phased corporation](#)*.

2. Enter the corporation's **Operating Name**. If none, enter **N/A**.

3. Enter the **Name of Declarant** – the individual or corporation that registered the declaration with the Land Registry Office. This is found in the corporation's declaration.

4. Start entering the corporation's **Municipal Address**** using CAO's address lookup and select the **correct address***** from those automatically generated by the returns filing system. If the address does not appear in the results, click **Address not found** and enter the address manually.

* Indicating registration as a phased corporation only applies to standard condo corporations.

** Vacant land and common elements condo corporations must indicate if there is a municipal address. If none, answer No, and if Yes, enter the address.

*** For corporations with more than one municipal address, enter the first listed in the declaration or other corporate documents or records.

The screenshot shows the CAO Condo Returns portal. The top navigation bar includes links for Condo Calendar, Condo Registry, Tribunal, CAO Website, Log Out, and a user profile dropdown. The main content area is titled 'COCHRANE CONDOMINIUM CORPORATION NO. 333'. On the left, a sidebar lists navigation options: General and Operational Information (selected), Fiscal Year Information, Condo Contacts, and Review. The 'General and Operational Information' section is divided into 'Basic Information' and 'Read-Only Data'. The 'Read-Only Data' section displays the following information: Corporation Type (Freehold), Corporation Sub-type (Standard), Municipal Address (128 WISLERS ST CENTRE WELLINGTON TOWNSHIP, Ontario), and Registration Date (12/20/2000). A blue arrow labeled '1' points to the question 'Was this condo corporation registered as a phased condo corporation?' with radio buttons for 'Yes' and 'No'. A blue arrow labeled 'Read-Only' points to the 'Read-Only Data' section. A blue arrow labeled '2 to 4' points to the 'Operating Name' section, which includes a text input field for 'Name of Declarant' and a dropdown menu for 'Municipal Address'. A 'Save & Finish Later' button is visible at the bottom left of the main content area.

5. Enter the total number of **municipal addresses*** the corporation has – typically found in the corporation's declaration.

The screenshot shows a web form with a light blue header bar. Below the header, there is a text input field containing the address "128 WISLERS ST" and "CENTRE WELLINGTON TOWNSHIP, Ontario". Below this, there is a section titled "Number of Municipal Addresses" with a dropdown menu showing the number "1". A blue arrow labeled "5" points to this dropdown menu. To the right of the dropdown menu, there are two buttons: "Back" and "Continue". A blue arrow labeled "6" points to the "Continue" button. The form is set against a light gray background.

Note: Municipal addresses entered and submitted in a condo return can only be changed or updated by submitting a [Special Notice of Change](#) to CAO.

6. Click **Save & Continue** to proceed.

* For vacant land and common elements condo corporations, the number of municipal addresses can only be entered if the condo corporation has reported a municipal address in the previous question.

2.2 Addresses for Service

1. Enter the condo corporation's **Email Address for Service*** – the email address the corporation prefers to receive notices and updates from CAO.
2. Enter and select the corporation's **Address for Service** – the official physical address for receiving business and legal documents. Enter the service address using CAO's address lookup and select the **correct address** from those automatically generated. If the address does not appear in the results, click **Address not found** and enter the address manually. This may be different than the municipal address.
3. Click **Save & Continue** to proceed.

COCHRANE CONDOMINIUM CORPORATION NO. 333

General and Operational Information

Basic Information
Addresses for Service
Unit Information
Number of Condo Owners
Turn-over Meeting
Court Appointed Roles

Fiscal Year Information
Condo Contacts
Review

Address for Service

Email Address for Service

This is the email address that the condo corporation would like to receive notices and correspondence from the CAO.

Email Address
e.g., example@gmail.com

Address for Service

This is the official physical address of the condo corporation for receiving business and legal documents.

Address for Service
1-150 Wissler Rd Waterloo, ON, N2K 3C6

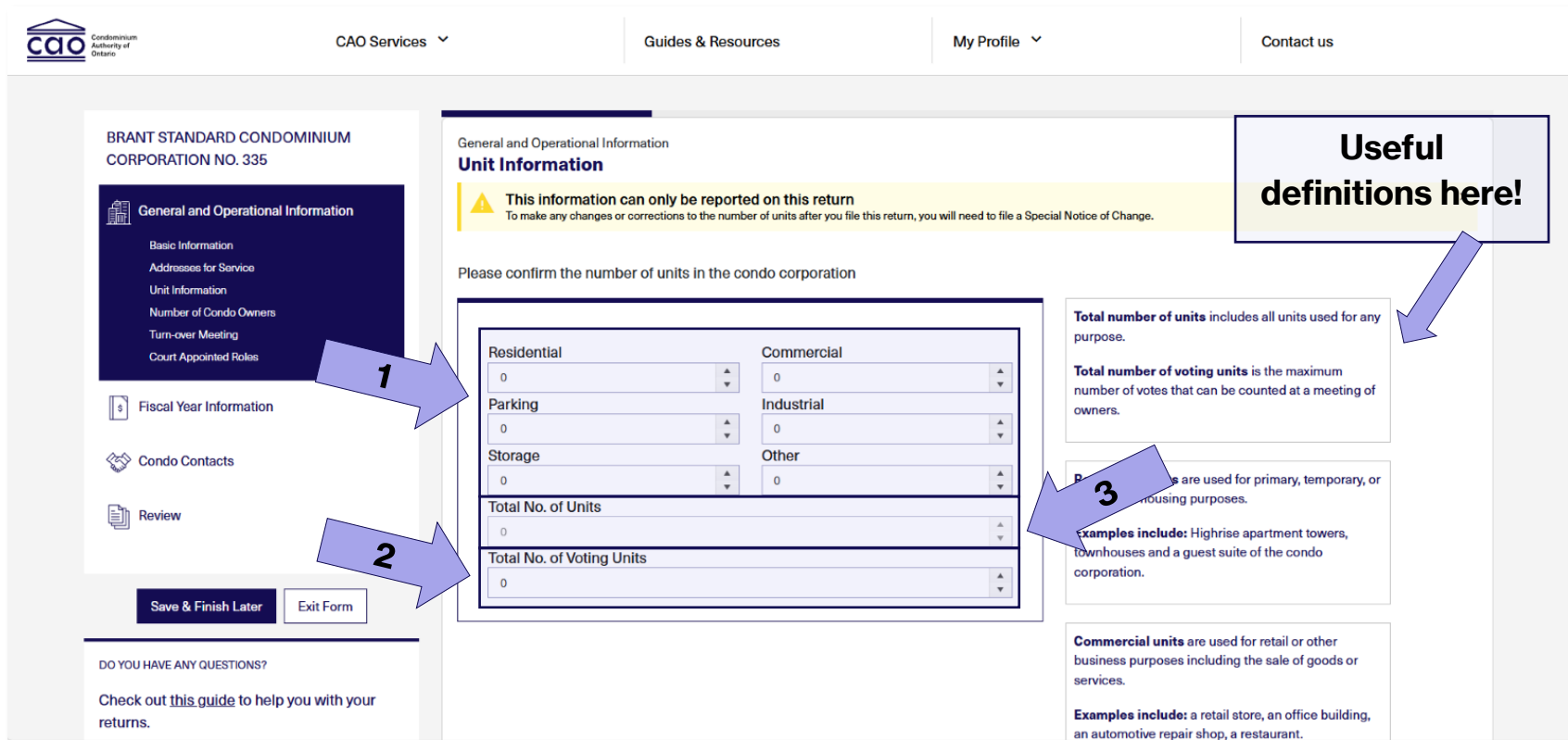
1-150 Wissler Rd
Waterloo, ON, N2K 3C6

Save & Finish Later Exit Form Back Continue

* Any email address entered here will remain private and will not be made public.

2.3 Unit Information

2.3.1 Standard Condo Corporations



BRANT STANDARD CONDOMINIUM CORPORATION NO. 335

General and Operational Information

Basic Information
Addresses for Service
Unit Information
Number of Condo Owners
Turn-over Meeting
Court Appointed Roles

Fiscal Year Information

Condo Contacts

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?
Check out [this guide](#) to help you with your returns.

General and Operational Information
Unit Information

This information can only be reported on this return
To make any changes or corrections to the number of units after you file this return, you will need to file a Special Notice of Change.

Please confirm the number of units in the condo corporation

Residential	Commercial
0	0
Parking	Industrial
0	0
Storage	Other
0	0
Total No. of Units	
0	
Total No. of Voting Units	
0	

Total number of units includes all units used for any purpose.

Total number of voting units is the maximum number of votes that can be counted at a meeting of owners.

Commercial units are used for retail or other business purposes including the sale of goods or services.

Examples include: a retail store, an office building, an automotive repair shop, a restaurant.

Useful definitions here!

1

2

3

1. Enter the **Total Number** for each unit type*.
2. Enter the **Total Number of Voting Units**** in the corporation.

3. The **Total Number of Units** will automatically calculate based on values entered in 1 and 2.
4. Click **Save & Continue** to proceed.

* Unit totals for each type should be listed in the condo's declaration.

** The number of voting units is used to calculate the condo's assessment fee.

2.3.2 Phased Condo Corporations



Standard condo corporations registered as phased condos **must** add the same unit information listed above in section 2.3.1 for each registered phase.

If all phases **were not completed** by Sept. 1, 2017:

1. Click **No** and enter the current unit information as it appears in the declaration.

If there is more than one phase, click **Add Phase** to enter unit information for each subsequent phase that was registered.

If all phases **were completed** by Sept. 1, 2017:

2. Click **Yes** – you must provide the final unit total for all completed phases and cannot add multiple phases.
3. Click **Save & Continue** to proceed.

Condo Calendar Condo Registry Tribunal CAO Website

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COCHRANE CONDOMINIUM CORPORATION NO. 333

General and Operational Information

Basic Information
Addresses for Service
Unit Information
Number of Condo Owners
Turn-over Meeting
Court Appointed Roles

Fiscal Year Information
Condo Contacts
Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?
Check out [this guide](#) to help you with your returns.
[Learn how to navigate CAO digital products](#)

General and Operational Information

Unit Information

This information can only be reported on this return
To make any changes or corrections to the number of units after you file this return, you will need to file a Special Notice of Change.

Were all phases completed by Sept. 1, 2017?

☐ Yes
☒ No

Click "Add Phase" button to enter the units for each phase after the initial declaration, if any.

Unit Information by Sept. 1, 2017

Residential	Commercial
0	0
Parking	Industrial
0	0
Storage	Other
0	0
Total No. of Units	
0	
Total No. of Voting Units	
0	

+ Add Phase

Total number of units includes all units used for any purpose.

Total number of voting units is the maximum number of votes that can be counted at a meeting of owners.

Residential units are used for primary, temporary, or occasional housing purposes.

Examples include: Highrise apartment towers, townhouses and a guest suite of the condo corporation.

Commercial units are used for retail or other business purposes including the sale of goods or services.

Incomplete or Planned Phases

Unregistered phases in development or planned future phases cannot be added to your condo return. A [Special Notice of Change](#) must be submitted to CAO when these phases are completed.

2.3.3 Vacant Land Condo Corporations

1. Enter the **Total Number** for each **Unit Type***
2. The **Total Number of Units** will automatically calculate based on values entered in 1 and 2.
3. Enter the **Total Number of Voting Units**** in the corporation.
4. Click **Save & Continue** to proceed.

Condo Calendar Condo Registry Tribunal CAO Website Log Out

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HURON VACANT LAND Condominium Corporation No. 13

General and Operational Information

- Basic Information
- Addresses for Service
- Unit Information
- Number of Condo Owners
- Turn-over Meeting
- Court Appointed Roles

Fiscal Year Information

Condo Contacts

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?
Check out [this guide](#) to help you with your returns.

General and Operational Information
Unit Information

This information can only be reported on this return
To make any changes or corrections to the number of units after you file this return, you will need to file a Special Notice of Change.

Please confirm the number of units in the condo corporation

Vacant Lots	Residential
0	0
Commercial	Industrial
0	0
Other	
0	
Total No. of Units	
0	
Total No. of Voting Units	
43	

Total number of units includes all units used for any purpose.

Total number of voting units is the maximum number of votes that can be counted at a meeting of owners.

Examples include: bare or empty land that can be purchased prior to any construction of a building.

Residential units are used for primary, temporary, or occasional housing purposes.

Examples include: Highrise apartment towers, townhouses and a guest suite of the condo corporation.

* Unit totals for each type and the total of overall units should be listed in the condo's declaration.

** The number of voting units is used to calculate the condo's assessment fee.

2.3.4 Common Elements Condo Corporations

1. Enter the **Maximum Number of Votes*** that can be cast at an owners' meeting.
2. Provide a **general description** of the **use** of the common element corporation or its **purpose** – e.g., golf course, ski hill, road, etc.
3. Click **Save & Continue** to proceed.

Condo Calendar Condo Registry Tribunal CAO Website Log Out

CAO Condominium Authority of Ontario

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ALGOMA COMMON ELEMENTS
CONDOMINIUM CORPORATION NO. 4554

General and Operational Information

Basic Information
Addresses for Service
Vote Information and Usage
Number of Condo Owners
Turn-over Meeting
Court Appointed Roles

Fiscal Year Information

Condo Contacts

Review

General and Operational Information
Number of Votes and Usage

Please confirm the maximum number of votes in the condo corporation

Maximum Number of Votes
20

Provide a general indication of the use of the common element condominium corporation or what purpose it has (e.g., ski hill, road, or park)

Greenspace

Back Continue

Save & Finish Later Exit Form

* The maximum number of votes is used to calculate the condo corporation's assessment fee.

2.4 Number of Condo Owners

1. Confirm whether all or the majority of the condo corporation's voting units are owned by a single owner – an individual or legal entity, like a business corporation:
 - i. **Yes:** confirm whether a single owner owns either all or the majority of the voting units, the full name of the single owner and select the option that best describes them*.
 - ii. **No:** Click **Save & Continue** to proceed.



Click on the tool tip icon for more information on what each question means.

COCHRANE CONDOMINIUM CORPORATION NO. 333

General and Operational Information

Number of Condo Owners

Does a single owner own all the units? ⓘ

☐ Yes

☒ No

Does a single owner own a majority of the voting units?

☒ Yes

☐ No

Which option best describes the single owner? ⓘ

☐ Individual

☐ Declarant

☐ Builder/Developer

☐ Real Estate Asset Management or REIT

☐ Other (please describe)

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?

Back Continue

* For common elements condo corporations, indicate if a single owner is entitled to cast all or the majority of votes at an owners' meeting.

2.5 Turn-over Meeting

A condo corporation must hold a turn-over meeting when the developer no longer owns the majority of units. At the meeting, owners elect a new board of directors and the developer hands over key corporation documents to the new condo board.

1. Confirm whether the corporation has held its **turn-over meeting**.
2. If yes, confirm when the turn-over meeting was held and whether it took place either:
 - a. **before** Jan. 1, 2018
 - b. **on or after** Jan. 1, 2018
3. Enter the **date** of turn-over meeting if held **on or after** Jan. 1, 2018.

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COCHRANE CONDOMINIUM CORPORATION NO. 333

General and Operational Information

- Basic Information
- Addresses for Service
- Unit Information
- Number of Condo Owners
- Turn-over Meeting
- Court Appointed Roles

Fiscal Year Information

Condo Contacts

Review

Save & Finish Later Exit Form

General and Operational Information

Turn-Over Meeting

Information about whether a turn-over meeting has been held must be reported to the CAO. If a meeting was held, it must be reported within 90 days. Please answer the question(s) below.

Has the condo corporation held its turn-over meeting?

☒ Yes
☐ No

Was the turn-over meeting held on or after Jan. 1, 2018?

☒ Yes
☐ No

Date of turn-over meeting ⓘ

2025/02/13

YYYY-MM-DD

Back Continue

2.6 Court Appointed Roles

Indicate if the Ontario Superior Court of Justice has issued an order appointing an inspector or administrator.

Yes:

1. Enter the inspector's or administrator's **full name** as found in the court order.
2. Enter the **date** of the **court order** using the calendar icon or enter manually.

The screenshot shows the 'Court Appointed Roles' section of the CAO Services web form. The form is for 'BRANT STANDARD CONDOMINIUM CORPORATION NO. 13'. The left sidebar contains a menu with 'General and Operational Information' selected. The main content area has the following fields and options:

- General and Operational Information**
 - Court Appointed Roles**
 - Is there currently a court order appointing an inspector or administrator? (i) ☒ Yes, an inspector ☐ Yes, an administrator ☐ No
 - Full Name of Inspector (arrow 1 points to this field)
 - Date of Superior Court Order (arrow 2 points to the calendar icon; the field contains 2025/04/10)
 - Address for Service (arrow 3 points to the dropdown menu; the selected address is 915 Bethune Dr S, Gravenhurst, ON, P1P 1K3)

At the bottom of the form are buttons for 'Save & Finish Later', 'Exit Form', 'Back', and 'Continue'.

3. Enter the inspector's or administrator's **service address**:

- Use CAO's address lookup and select the **correct address** from those automatically generated by CAO's return filing system.
- If the address does not appear in the results, click **Address not found** and enter the address manually.

No:

1. Click **Save & Continue** to proceed.

Step 3: Fiscal Year Information

3.1 Condo Corporation Fiscal Year

A fiscal year is the 12-month period that a condo corporation uses for financial purposes.

1. Enter the **start date** of the corporation's fiscal year using the drop-down menus.

The **corporation's fiscal year** is automatically calculated based on the start date entered.

CAO Condo Returns Guide

BRANT STANDARD CONDOMINIUM CORPORATION NO. 13

General and Operational Information

Fiscal Year Information

Fiscal Year Information
Annual General Meeting

Condo Contacts

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?

Check out [this guide](#) to help you with your returns.

[Learn how to navigate CAO digital products](#)

Fiscal Year Information
Condo Corporation Fiscal Year

When does your condo corporation's fiscal year start?

January 1

Your condo corporation's fiscal year:

January 1 - December 31

Back Continue

3.2 Annual General Meeting

1. Enter the **date** of the corporation's **most recent** AGM using the calendar icon or enter it manually.

Condo corporations who have **never held** an AGM:

- Click **the box** next to My condo corporation has never held an AGM

2. Confirm the fiscal year of the AGM and if the AGM date provided above is a **new date** or **correction** to a date previously reported in a return or notice of change.

Condo corporations are required to hold an annual general meeting within **3 months of registration** and then **annually within 6 months** of the end of each fiscal year.

Condo Calendar Condo Registry Tribunal CAO Website Log Out Français

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BRANT STANDARD CONDOMINIUM CORPORATION NO. 13

General and Operational Information

Fiscal Year Information

Fiscal Year Information Annual General Meeting

Condo Contacts

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?

Check out [this guide](#) to help you with your returns.

[Learn how to navigate CAO digital products](#)

Fiscal Year Information
Annual General Meeting

Date of most recent AGM

2025/05/12

YYYY-MM-DD

☐ My condo corporation has never held an AGM

Fiscal Year of AGM

March 5, 2024 - March 4, 2025

Is the AGM date provided above a new date or a correction to a previously provided AGM date?

☒ New Date

☐ Correction

Back Continue

Step 4: Condo Contacts

4.1 Board of Directors and Non-Director Officers

1. Enter the **total number of director positions** for your condo corporation including both filled and vacant positions.
2. List all **current directors** and **non-director officers** for this corporation, including names, emails, access permissions, officer roles, if any, and term start dates:

Your corporation is **required** to have at least three director positions on the board and must have a **president and secretary**. The condo's by-laws may also establish additional director positions and officer roles.

Condo Calendar Condo Registry Tribunal CAO Website Log Out

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BRANT STANDARD CONDOMINIUM CORPORATION NO. 13

General and Operational Information

Fiscal Year Information

Condo Contacts

Board of Directors & Non-Director Officers

Other Representatives

Management

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?

Check out [this guide](#) to help you with your returns.

[Learn how to navigate CAO digital products](#)

Condo Contacts

Board of Directors & Non-Director Officers

Number of director positions 3

Please list all of the current directors and non-director officers for this condo corporation.

+ Add individual

Ali Secretary
Director

Access Full Access
Email alisecretary@mailinator.com
Officer Role Secretary
Term Start Apr 11, 2025

Ali Director
Director

Access Full Access
Email alidirector@mailinator.com
Officer Role President/Chair
Term Start Apr 11, 2025

Governance Requirements

Your corporation is required to have at least a president and secretary on the board of directors. The condo corporation's by-laws may also establish additional officer roles.

Back Continue

- i. Click **Add Individual** to add a director or non-director officer and their details.
- ii. Click the **edit button**  to **update** details for an existing director or non-director officer. You will not be able to update the access permissions for an existing individual.
- iii. Click the **delete button**  to **remove** a director or non-director officer that is no longer associated with the condo corporation.

Note:

- Directors assigned the **roles of president or secretary** will automatically be assigned **full access** which cannot be changed.
- **Access permissions cannot be changed** for an **existing contact**. You will need to delete the contact and add them again to make to change access.

4.2 Other Representatives

A condo corporation may have other representatives who **need access to the corporation's profile** but are not directors or non-directors.

For example, lawyers or accountants who need to view returns or make payments on the corporation's behalf.

1. Click **Add Individual** to enter details for a new representative, including first and last name, role and access permissions.

The screenshot shows the 'Other Representatives' section of the CAO Condo Returns Guide. On the left is a sidebar with navigation links: 'General and Operational Information', 'Fiscal Year Information', 'Condo Contacts' (selected), and 'Review'. The main area is titled 'Other Representatives' and includes a '+ Add individual' button. Below this is a list of existing contacts, each with a dropdown arrow, an 'Access' icon, a 'Full Access' label, and an email address. The contacts listed are 'Neville Pine', 'Mengting Contact for', 'Contact One', and 'client Binvoice'. A blue arrow labeled '1' points to the '+ Add individual' button. Another blue arrow labeled '2 & 3' points to the edit and delete icons for the 'Contact One' entry.

If the individual you are adding already **has a CAO account**, the details entered **must exactly match** their account information.

If the individual **doesn't have a CAO account**, add them using their preferred name and email address.

2. Click the **edit button**  to update **access** permissions of an **existing contact**. To make a change to the existing contact's name or email address, delete the contact then add them back with the correct information.
3. Click the **delete button**  to remove an existing contact from the corporation's profile.

4.3 Management

This section requires you to indicate whether the condo corporation is self-managed or managed by a licensed condo manager or management provider.

1. Indicate whether the condo corporation has an agreement to receive condo management services. This follow up question will only appear when **No** is selected for the first question.

4.3.1 Self-Managed Condo Corporations

2. You will need to indicate if the condo corporation is **self-managed** by selecting **Yes**.

COCHRANE CONDOMINIUM CORPORATION NO. 333

General and Operation

Fiscal Year Information

Condo Contacts

Board of Directors & Non-Director Officers

Other Representatives

Management

Review

Save & Finish Later

Exit Form

DO YOU HAVE ANY QUESTIONS?

Check out [this guide](#) to help you with your returns.

[Learn how to navigate CAO digital products](#)

Condo Contacts

Management Providers and Managers

Does this condo corporation have an agreement to receive condo management services?

☐ Yes

☒ No

Is this condo corporation self-managed?

☒ Yes

☐ No

Back

Continue

4.3.2 Managed by a Provider and Manager

1. Select **Yes** if your condo corporation receives professional condo management services.

The screenshot displays the CAO Condo Returns Guide interface. The top navigation bar includes the CAO logo, 'CAO Services', 'Guides & Resources', 'My Profile', and 'Contact us'. The sidebar on the left lists navigation options: 'COCHRANE CONDOMINIUM CORPORATION NO. 333', 'General and Operational Information', 'Fiscal Year Information', 'Condo Contacts' (highlighted with a blue background and a large blue arrow labeled '2'), and 'Review'. The main content area is titled 'Condo Contacts' and 'Management Providers and Managers'. It contains the question 'Does this condo corporation have an agreement to receive condo management services?' with radio button options for 'Yes' (selected) and 'No'. A large blue arrow labeled '1' points to the 'Yes' option. Below the radio buttons is a button labeled '+ Add Manager'. At the bottom right of the main content area are 'Back' and 'Continue' buttons. The bottom section of the page includes the text 'DO YOU HAVE ANY QUESTIONS?' followed by links to 'this guide' and 'Learn how to navigate CAO digital products'.

2. Click **Add Manager**. A pop-up window will appear.

3. **Search** for your condo manager by their full name or licence number. Select **Not Listed** if their name cannot be found.
4. Enter the **manager's CAO Account information**, including their email, first and last name, access permissions, address for service and start date.
5. Once all the information is correctly entered, click **Add Contact**.
6. Click **Save & Continue** to proceed.

The image displays two screenshots of the CAO website's 'Add Manager' form. The top screenshot shows the initial search step, with a blue arrow labeled '3' pointing to the search field. The bottom screenshot shows the full form, with blue arrows labeled '4' pointing to the 'Add' button and the 'Access' section.

Top Screenshot: Add Manager (Search Step)

Search for your condo manager

☐ No manager assigned yet

Bottom Screenshot: Add Manager (Full Form)

Please search for your condo manager by their full name or licence number in the search field below. Select "Not Listed" if you can't find them.

Search for your condo manager

☐ No manager assigned yet

CMRAO Licence Information

Licensed Name

CMRAO Licence Number

Associated Management Company

Company Start Date

Choose a date

CAO Account Information

Please enter this individual's information as it appears in their CAO profile. You must contact us to change this individual's email.

Email

First Name **Last Name**

Access

☐ Full Access

☐ Read Only

Address for Service

Start Date

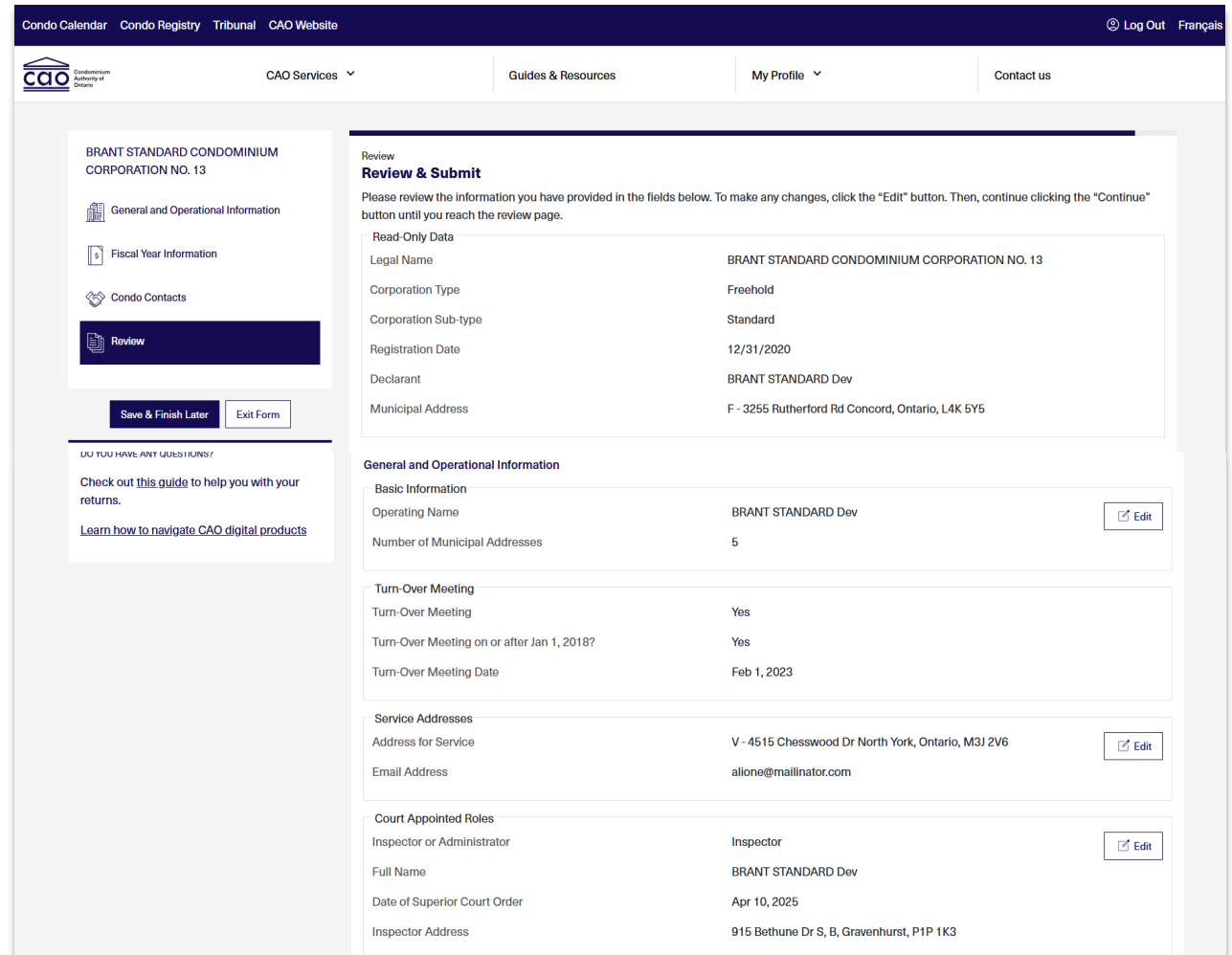
Choose a date

Step 5: Review and Submit

You are almost ready to submit this condo corporation's return with CAO!

5.1 Review Information

1. **Carefully review** the information you entered throughout each section of the return to **ensure accuracy**.
2. To make any changes or corrections to information, click the **edit button** .



The screenshot shows the 'Review & Submit' page for a condo corporation. The page is divided into a left sidebar and a main content area. The sidebar contains a breadcrumb trail: 'BRANT STANDARD CONDOMINIUM CORPORATION NO. 13' > 'General and Operational Information' > 'Fiscal Year Information' > 'Condo Contacts' > 'Review'. Below this is a 'Save & Finish Later' button and an 'Exit Form' button. The main content area has a header with 'Review' and 'Review & Submit'. Below this is a message: 'Please review the information you have provided in the fields below. To make any changes, click the "Edit" button. Then, continue clicking the "Continue" button until you reach the review page.' The main content area is divided into four sections: 'Read-Only Data', 'General and Operational Information', 'Service Addresses', and 'Court Appointed Roles'. Each section contains a table of information with an 'Edit' button next to it.

Read-Only Data	
Legal Name	BRANT STANDARD CONDOMINIUM CORPORATION NO. 13
Corporation Type	Freehold
Corporation Sub-type	Standard
Registration Date	12/31/2020
Declarant	BRANT STANDARD Dev
Municipal Address	F - 3255 Rutherford Rd Concord, Ontario, L4K 5Y5

General and Operational Information	
Basic Information	
Operating Name	BRANT STANDARD Dev 
Number of Municipal Addresses	5
Turn-Over Meeting	
Turn-Over Meeting	Yes
Turn-Over Meeting on or after Jan 1, 2018?	Yes
Turn-Over Meeting Date	Feb 1, 2023

Service Addresses	
Address for Service	V - 4515 Chesswood Dr North York, Ontario, M3J 2V6 
Email Address	allone@mallinator.com

Court Appointed Roles	
Inspector or Administrator	Inspector 
Full Name	BRANT STANDARD Dev
Date of Superior Court Order	Apr 10, 2025
Inspector Address	915 Bethune Dr S, B, Gravenhurst, P1P 1K3

3. After you have carefully reviewed and confirmed that all information is accurate, read and ensure you understand the statement.
4. When ready, select the checkbox and click **Submit & Continue**.

The screenshot shows a multi-section form for reporting condominium information. A blue arrow labeled '3' points to a checkbox at the bottom left of the form, and another blue arrow labeled '4' points to the 'Submit & Continue' button at the bottom right.

Unit Description

Residential 5	Industrial 0
Commercial 0	Storage 0
Parking 2	Other 0
Total No. of Units 7	Total No. of Voting Units 5

Unit Owner Description

All Units Single Owned?	No
Majority Single Owned?	Yes
Single Owner Description	Individual

Fiscal Year Information

Fiscal Year & AGM
Fiscal Year Information
March 5 - March 4

Directors

All Secretary	All Director
Director	Director
Access: Full Access Email: alisecretary@mailinator.com Officer Role: Secretary Term Start: Apr 11, 2025	Access: Full Access Email: alidirector@mailinator.com Officer Role: President/Chair Term Start: Apr 11, 2025

Other Representatives

Contact One
Access: Full Access Email: contact_one@mailinator.com

Managers

All Manager
Access: Full Access Email: alimanager@mailinator.com License No: 0123456789-GL License Name: Testtest Testtest Address for Service: 121A-317 Adelaide Street Sout... Start Date: Apr 11, 2025

Add the contact back to your corporation by pressing the "Restore" button

Directors

Akin Test
Access: Full Access Email: akintest@mailinator.com Officer Role: Treasurer Term Start: May 20, 2025

☐ It is an offence under section 136.2 of the Condominium Act, 1998 to knowingly provide the Condominium Authority of Ontario (CAO) with false or misleading information and/or omit any material facts. I confirm that I understand this statement and that the information contained in the return is complete and accurate to the best of my knowledge.

Submit & Continue

5.2 Confirmation of Submitted Condo Return

Your corporation's condo return is now submitted with CAO. You will see a confirmation and thank you message confirming that the return is submitted.

Here you can:

1. Download a copy of the **return** for your corporation's records.
2. Download your **corporation's invoice**, which includes the **annual assessment fee** owed to CAO.
3. View the **invoice amount** and **payment due date**.

Condo Calendar Condo Registry Tribunal CAO Website Log Out Français

CAO Condominium Authority of Ontario

CAO Services Guides & Resources My Profile Contact Us

BRANT STANDARD CONDOMINIUM CORPORATION NO. 14

General and Operational Information

Fiscal Year Information

Condo Contacts

Review

Save & Finish Later Exit Form

DO YOU HAVE ANY QUESTIONS?

REVIEW

Thank you for filing your Condo Return!

BRANT STANDARD CONDOMINIUM CORPORATION NO. 14

Details

2021-2022 Initial Return

Return Record
Download Return Record

Invoice Amount
\$162.00

Invoice
Download Invoice

Payment Due

Stay in the know with CAO

Follow us on Social Media to stay up to date with condo news.

X f in y o

Step 6: After Filing

Condo corporations must keep records, including all condo returns filed with CAO. These records can be requested by owners, so it's important to know how to access them through CAO's filing system.

6.1 Access & Save Records

You can access PDF copies of your condo corporation's **filed returns and notices of change** through your CAO Account.

Once logged into the CAO Services Portal:

1. Click **View Returns History**

CAO Services Portal

Welcome to the CAO Services Portal

Here you can access director training, file a CAT case, file your returns, pay an invoice and more.

CAO SERVICES PORTAL

Access Director Training ↗
Complete director training and access your certificate of completion.

View Corporation Information ↗
Review the contacts and details of a condo corporation you are associated with.

Access Tribunal ↗
File a new case, join a case, or access an existing case.

File Returns & Notices of Change ↗
File returns and notices of change if information filed in the return has changed.

View Returns History ↗
View previously filed condo returns and notices of change.

View Invoices & Make Payments ↗
View invoices, make a payment, or review payment history.

Corporation Surveys ↗
Complete surveys and review previous survey responses.

Redeem Invitation ↗
Redeem the CAO code to join a new condo corporation.

2. Select the **condo corporation** from the list.

In this list, you'll see which invoices are paid or unpaid and which returns have been filed or are outstanding.

3. Select the condo return or notice of change and click **Download PDF**. You can also use the search function and filters to narrow down your search results.

Returns History

The CAO is aware of an issue with automatically generated Notices of Change PDFs appearing blank and is actively working to fix this. We appreciate your patience as we work to restore functionality.

Condo Corporation Legal Name: ALGOMA LEASEHOLD CONDOMINIUM CORPORATION NO. 2

ATTENTION (CHECK PAYMENT HISTORY): If you have filed an initial or an annual condominium return you will have a coinciding invoice that must be paid. To view any outstanding invoice(s) and deadline(s) for payment, please click here:

[Proceed to Invoices and Payments](#)

ATTENTION (ADDITIONAL RETURNS REQUIRE FILING): you have more condominium returns that are outstanding and must be filed, click here to view these returns:

[Outstanding Returns](#)

Corporation legal name: ALGOMA LEASEHOLD CONDOMINIUM CORPORATION NO. 2

You can find a summary of the condo corporation's previously filed returns and notices of change below.

Fiscal Year	Return Type	Submitted On	Action
2024-2025	Annual	22/08/2024 2:38 PM	Download PDF
2023-2024	Annual	21/08/2024 11:10 AM	Download PDF


[CAO Services](#)
[Guides and Resources](#)
[My Profile](#)
[Contact Us](#)



CAO SERVICES PORTAL

Returns History

View previously filed condo returns and notices of change.

Search My Condo Corporation

ENTER THE LEGAL NAME OF A CORPORATION OR CHOOSE FROM THE LIST

Primary Role

Permissions
☐ Read Only
☐ Full Access

Returns
☐ Filed
☐ Outstanding

Invoices
☐ Paid
☐ Unpaid

Condo Corporation	Returns	Invoices	Primary Role	Permissions
ALGOMA COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 2627	✓ Filed	✓ Paid	Manager	Full Access
ALGOMA COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 4554	✗ Outstanding	✓ Paid	Other	Full Access
ALGOMA LEASEHOLD CONDOMINIUM CORPORATION NO. 2	✗ Outstanding	✗ Unpaid	Manager	Full Access
ALGOMA VACANT LAND CONDOMINIUM CORPORATION NO. 9922	✗ Outstanding	✗ Unpaid	Manager	Full Access
BRANT LEASEHOLD CONDOMINIUM CORPORATION NO. 15	✗ Outstanding	✗ Unpaid	Other	Full Access

*Note: There are two types of permissions to access information

1. Read Only – User can view a condo corporation's information and contacts, returns history, invoices, and survey history.
2. Full Access – User has all the 'read only' permissions, can make changes to a condo corporation by filing a return or notice of change, and can pay invoices.

Once the PDF is open:

4. **Download PDF:** Click the save button  to save the document to a preferred location on your device.

5. **Print PDF:** Press the printer button .



Menu Home Annual-Return (2).pdf x + Create

All tools Edit Convert E-Sign Find text or tools Q

4 5 AI Assistant

cao Condominium Authority of Ontario
(Part II.1 of Condominium Act, 1998)
ANNUAL RETURN 2023-2024

Condominium Corporation Legal Name: ALGOMA STANDARD CONDOMINIUM CORPORATION NO. 0002		
Address for Service: change made,, Citytwo, Ontario l4z 3y9		
Email Address for Service: kelvin2@mailinator.com	Type of Corporation: Standard Freehold	
Date Registered at the Land Registry Office: (DD/MM/YYYY) 23/07/2020	Total Number of Units: 4	Total Number of Voting Units/ Maximum Votes: 4
Date of Last Annual General Meeting: (DD/MM/YYYY) 15/08/2023	Fiscal Year Start Date: February 15	Fiscal Year End Date: February 14

6.2 View & Pay Assessment Fee Invoice

Read [CAO's Online Payments Guide](#) for step-by-step instructions on how to **view** your condo corporation's **invoices** and **pay** any **assessment invoices** or **fees** through the CAO's My Services Portal.

All fees must be paid by the payment due date, or the corporation will be charged a late payment fee plus any additional interest.

Appendix A: Information Needed to File Returns

General and Operational Information

- Full legal name of the condo corporation
- Condo corporation operating name, if any
- Date condo corporation was registered at the Land Registry Office
- Name of the declarant
- Type of condo corporation: freehold or leasehold
- Sub-type of condo corporation: standard, common elements, vacant land or phased
- Total number of units and total number of voting units, including the use of the units
- For phased condo corporations, for each phase registered after Sept. 1, 2017:
 - Date phase registered
- For common elements condo corporations, the use or purpose of the common elements
- Municipal address of the condo corporation, if the condo corporation has one
- Email address and address for service for the condo corporation
- Number of condo owners: whether a single owner owns all or majority of the voting units
 - For common elements condo corporations: whether a single owner is entitled to cast all votes or a majority of votes at an owners' meeting.
- Turn-over meeting date, if held on or after Jan. 1, 2018
- Court appointed inspector or administrator, i.e., name of inspector or administrator, date of appointment and address for service

Fiscal Year

- Condo corporation fiscal year
- Date of last annual general meeting
- Fiscal year of the annual general meeting

Condo Contacts

- Board of directors and non-director officers
 - For each director on the board:
 - Email address
 - First and last name
 - Officer role, if any
 - Additional officer role
 - Term start date
 - Whether the director or non-director officer has full access or read-only permissions
- Total number of board positions

Condo Management Provider and Manager Condominium Management Company (if applicable)

- CMRAO licensed name
- CMRAO licence number
- Address for service
- Contract start date

- **Condominium manager (if applicable)**
 - CMRAO licensed name
 - CMRAO licence number
 - Associated management company
 - CAO account information: first name, last name, and email address
 - Whether the condominium manager has full access or read-only permissions
 - Address for service
 - Manager's start date

- **Other representatives (if applicable)**
 - First name and last name
 - Email address
 - Role
 - Whether the other representative has full access or read-only permissions