

MEET THE TEAM

JEFF WILSON, ARM® Branch President

Jeffery Wilson has over twenty years of international Senior Management experience in Hospitality, Remote Industrial Camps, Residential, Commercial and Condominium Property Management. He achieved his ARM designation and is on the 2019 Board of Directors for the Calgary Chapter of REIC/IREM as Treasurer. He has vast knowledge of RECA, Condominium Act, Bylaws, federal and municipal laws which impact condominiums, residential, and commercial properties. He loves to share and embraces the opportunity to continuing his experience and education in an ever changing industry. Known for having a strong business ethics, delivering 5 star customer Service, top financial prowess, with praise-worthy genuine attitude. He drives his team with a 'WIN' and 'Can Do' attitude and encourages them to deliver a safe and well maintained properties with top customer experiences. Jeffery's views his role as Branch President as a pinnacle to his professional career in the People Industries; " throughout my career I have been privileged to positively impact peoples' experience in their vacations, working environments and now making peoples residents and communities an enjoyable and safe place to live'.

ANDREW GEE, CPA, CGA Vice President of Finance

Andrew Gee is a Chartered Professional Accountant and holds a Bachelor's of Business Degree in Finance and Accounting from Simon Fraser University. Joining Associa in 2006, Andrew became the Vice President of Finance in 2017, having previously held the Accounting Manager and Controller role with the company. Andrew is a key figure in many of the company's accounting special projects, including standardization of accounting departments, enterprise platform conversions, software implementations, and best practices advancement; all focused on improving service delivery to our clients. Andrew's understanding of association accounting is detailed, practical and extensive.

CLAUDIA MARTENS Accounting Specialist

Claudia Martens has a diverse background with her near 20 years of work experience in Accounting, retail sales, and real estate as a mortgage broker prior to joining the Associa family. Her dynamic exposure to multiple industries gives her a competitive edge. She offers not only an analytical approach to her problem solving, but the ability to communicate the numbers with simplicity. After graduating with a Bachelor of Commerce Degree majoring in Accounting at the University of Calgary, she started her Accounting career in oil & gas for over a decade in various highly analytical roles. She then ventured into being an AP & AR analyst in healthcare and turning a 180 by jumping into retail as a sales associate. While on the sales floor developing her communication and customer service skills, she later entered into real estate specializing in mortgages. Her analytical beginning is the foundation that complemented her later skillsets in communication, leadership, designing and implementing trackable systems for measurable results.

Claudia is a firm believer of Teddy Roosevelt's quote that "people don't care how much you know until they know how much you care" as the definition of what property management is. She is honored and privileged to be working with exceptional people who desire to make home a "better place." Her role as Accounting Manager is her call of duty to demonstrate Associa's core values emphasizing on providing clarity, Accounting best practices, training and development in delivering an accurate financial picture internally and externally. Morale a priority in helping us serve our clients better.

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CANDACE MEHLS, ASSOCIATE, CPM, CRP **Vice President- Business Development**

Candace has been dedicated to the property management industry for forty years. She is a licensed Associate with RECA since 1999 and has a CPM designation for the last twenty years and achieved her CRP designation in 2017. She has been exposed to the condominium world and the continuous evolution of change within the industry. She works close with the team to share her expertise in condominium management and the expected services.

JANICE LUI **Director of Human Resources**

As the Director of Human Resources, Janice Lui is a strategic partner for all things related to employee morale, employee relations, recruitment and training & development. She has over 9 years of experience in progressive HR experience, most recently working for a large General Contractor supporting teams across Canada and the Northwest Pacific US. Janice graduated from Lakehead University with a Honours Bachelor of Commerce Degree, specializing in Human Resources Management & Industrial Relations and worked in various industries, including healthcare, oil & gas, construction, and property management.

Janice is an advocate to ensure our employees are part of a highly engaged, highly efficient and highly productive team. In an industry where clients and customers are our business, Associa makes Employee Morale a priority in helping us serve our clients better.

SUSAN EYRE, B.COM; B.A.; CPM, CRP **Broker, C-ERA Property Management & Realty**

As Associa's broker of record, Susan Eyre is responsible for overseeing compliance with the various legislative documents that govern the management of condominium and commercial properties in Alberta. In addition, she assists with the preparation of policy & procedure documents and staff training and helps with mentoring the community managers.

Susan has over 35 years' experience as a property manager, managing both condominium and commercial buildings. She holds a Bachelor of Arts and a Bachelor of Commerce degree from the University of Alberta. She has been a Certified Property Manager (CPM) since 1992, a real estate broker since 1993 and a Certified Reserve Planner (CRP) since 2016.

Susan believes that client confidence is of utmost importance and strives to maintain this confidence through strong oversight.

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GRANT FLAGLER

Director of Operations and Field Services

As Director of Operations and Field Services, Grant Flagler is responsible for managing the sustainable growth of Associa On Call, our in house property maintenance division.

Grant has 4 years of experience in condominium management, most recently overseeing the expansion of a sales and transition team throughout the province of Alberta. He is a graduate of Dalhousie University's Faculty of Management, where he spent his summers as an Assistant Project Manager on a number of retail sites in downtown Toronto.

Grant believes that the success of a team is a sum of all of its parts and that in order to grow sustainably, one first must understand the needs and expectations of all key stakeholders. He is committed to expanding Associa On Call and its suite of services in order to continually service existing and future clients in new and innovative ways.

CYNTHIA DEDEUGD, ARM, CPM

Broker, Montgomery Ross & Associates

Cynthia's experience and credentials in the industry are not only impressive, but coveted in Property Management. She is Licensed Alberta Real Estate Broker with over 10 years of Commercial and Residential Property Management in the Calgary area. She is also a Licensed Property Manager and Realtor and is the Vice President for the REIC Calgary Chapter Board of Directors. Cynthia has direct experience as a property manager, managing a portfolio as large as 60 properties of Commercial, Industrial and Residential properties. She is process driven and a people leader, specializing in conflict resolution, contract negotiations, and staff development.