

This is a story about an amazing man, and his amazing company. I may have to change some names, as this story is absolutely NOT fiction. I wish it were.

If you watch Holmes on Holmes, or Holmes Inspection, as I am a fanatic watcher of this TV program, it comes to mind very easily that Wm (Bill) Robinson of Signature Property Management, is in fact the MIKE HOLMES of the Condo Industry. Cross my heart.

My story begins in June of 2009 when I purchase into a well established, long term, 8 unit townhouse condominium complex in Hamilton, Ontario.

I am a retired Reg'd Nurse, who needed a Condominium because of an injury. I can no longer do outside work. I thought I had found the perfect place.

I spoke with 2 neighbours, I spoke to the owner. The owner refused to sign the Vendor Information Sheet. (My lawyer told me this was not unusual, as he tells his clients not to fill them out either. However this should have been my first clue that all was not roses at this address.)

All my conditions were removed, and ready for closing. One week before closing the Property Management Company called me on the telephone, to say that they would be returning my Condo fee to me, and that the Condominium had released them, and they were now self managed. This should have been the biggest clue, and a huge red flag, I should have run like the wind. I didn't, as I thought we'd be saving money, and how bad could it really be? Mike Holmes style: It was even worse, when I got moved in. Everyone distrusted one another, and there was no "neighbourly" feeling.

I was in tears most of the time, and frantic to protect my investment. Can you believe that some had planned this, and actually hijacked the condo community!

THE Ron Danks, of Simpson-Wigel fame, and our Condo lawyer from when we did have Property Management, advised me to call Mr. Bill Robinson of Signature Property Management in Oakville, Ontario. Without a doubt it was the BEST thing I have ever done, for myself, my investment, and my Community here.

Without Bill Robinson, who took all phone calls, listened to me sob in utter frustration, listened to the fear I had about even dealing with this particular individual, basically took on our AGM, chaired the meeting, and NEVER ONCE lost his cool, or his very professional attitude. He is the Horse Whisperer of Condo Manager's. He's a long way from being finished with us!

Right now, we are self managed. We know we can rely on Bill Robinson for his expertise. We know he will call us back. We know he is truly concerned, and we know, that we can count and rely on him to help us set a steady course into the wind, and we are not afraid. Bill Robinson is there, and for that we are all truly thankful. Having said that, if things don't work out on our own, we certainly know who we'll be calling to manage us with a firm, steady, and very experience hand.

We are on our way back from no mans land. We have a long way to go to restore a sense of trust in our community, but with Bill advising us, we will ultimately succeed.