

The background of the entire page is a photograph of construction workers silhouetted against a bright sunset sky. They are working on a complex steel framework, likely for a large building. The sun is low on the horizon, creating a strong lens flare and casting long shadows. The workers are positioned at various heights and angles, some standing on beams and others reaching for higher points.

# ANNUAL REPORT 2013-2014

FORWARD



Federation of Rental-housing Providers of Ontario  
THE VOICE OF ONTARIO'S RENTAL HOUSING INDUSTRY





Ugo Bizzarri, FRPO Chair

## A Record Number of Renters

Statistics Canada's most recent survey found there are now 1.38 million rental households in Ontario, up from 1.31 million in 2006 - an increase of 77,000 tenant households in five years. This increase in rental housing demand is proof of FRPO's advocacy that renting is smart, helping tenants to live where they want, achieve financial flexibility, and avoid unexpected maintenance costs that homeowners face. Most average rent increases during 2013 were at or below the annual operating cost increases that housing providers invest to maintain rental buildings. Tenants continue to benefit from lower monthly costs, and freedom from making a big down-payment, compared to others forms of housing.

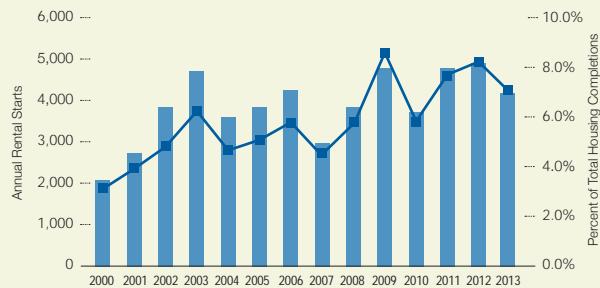
## A Big Economic Impact

The impact of FRPO's members across the rental housing industry goes far beyond the lives of the residents who live in our buildings. Last year FRPO commissioned KPMG to measure just how big our impact is on the well-being of Ontario. The KPMG report found that every year, Ontario's rental housing industry generates 147,000 full-time jobs, a provincial GDP of \$18.3 billion and total tax revenue to governments of \$7 billion. The construction of new rental housing is key, supporting \$1.82 billion in labour income and 33,000 full time jobs. Between 2007 and 2012, there has been investment in over 56,000 new private sector rental homes in Ontario.

### Rental Housing by Comparison: Government Taxes (Ontario)

Home Building Industry (Total)	\$11.3 billion <sup>6</sup>
Tourism Industry (Total)	\$9.5 billion <sup>3</sup>
<b>Rental Housing Industry</b>	<b>\$6.5 billion<sup>2</sup></b>
Food and Beverage Industry	\$5.2 billion <sup>2</sup>
Insurance Industry	\$3.7 billion <sup>5</sup>
Agriculture and Food Industry	\$3.4 billion <sup>1</sup>
Arts and Culture Industries	\$1.7 billion <sup>4</sup>
Mining Industry	\$1.0 billion <sup>7</sup>
Aeropace Industry	\$320 million <sup>2</sup>

### Rental Housing Construction in Ontario is Trending Higher



1. Ontario Federation of Agriculture, 2012; 2. KPMG 2013, Economic Impact Assessment Study – Federation of Rental Housing Providers of Ontario; 3. Ontario Ministry of Tourism, Culture and Sport, 2013; 4. Ontario Arts Council, 2012; 5. Insurance Bureau of Canada, 2011; 6. Ontario Home Builders Association, 2007; 7. Ontario Mining Industry, 2013.

■ New rental housing starts ■ Rentals as a percent of total housing completions  
Source: CMHC Housing Now, Ontario Region 2013, CMHC Housing Observer 2012



## Licensing is Not the Answer

FRPO commissioned municipal expert Michael Fenn to compile a report reviewing the effectiveness of rental housing licensing across Ontario. His report, "A Review of the Effectiveness and Implications of Municipal Licensing of Residential Apartments" (available at: [www.frpo.org/submissions](http://www.frpo.org/submissions)), outlines the reasons why municipalities consider licensing rental housing. The FRPO-Fenn report found that apartment licensing is not the best solution to any of the major issues that it is meant to resolve. Cities such as Toronto, Ottawa, Regina, Milwaukee, and others have carefully examined the experience in a number of jurisdictions and then decided against licensing. The research and findings are illustrative and support FRPO's position that licensing increases the cost of housing, reduces availability of apartments for tenants, and results in a huge, net cost to taxpayers without providing any extra benefit. With this landmark report in-hand, FRPO is now escalating its advocacy efforts to restore legislation that formerly protected rental housing from licensing.



## Certified Rental Buildings Getting Greener

Over 945 apartment buildings across Ontario now have FRPO's Certified Rental Building (CRB) designation, meaning that over 200,000 Ontarians now live in quality assured, CRB-approved buildings. In 2013 FRPO established a new environmental sustainability standard of practice as part of the CRB program, providing even better value to tenants, their landlords and our province. Over a dozen new green standards now support prudent business practices while promoting environmental friendly policies and procedures in the management of apartment buildings. The green building standards also include employee and tenant education and promotion of everyday things we can do to preserve the environment.

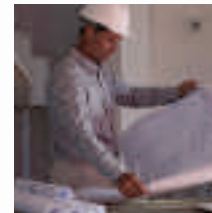
## A Better Land Use Planning System

The land development approval process has become increasingly complex and burdensome. This leads to two unwelcome consequences: less housing and higher prices. In our consultations with the government this year, FRPO put forward its position in a simple framework: The land use approvals and appeals system should be used to plan housing development, not to create barriers to new housing for Ontarians.

The Ontario government should ensure the land use planning and appeals process enables much-needed intensification across the province supporting better affordability, and sustainability for transit planning and land conservation. Ensuring that the Ontario Municipal Board (OMB) upholds existing policies and plans against local government barriers, can also help encourage the development of housing that meets provincial goals of improved choice and affordability for residents.

## New Leadership at FRPO

In January 2014, the board of directors of the Federation of Rental-housing Providers of Ontario (FRPO) named Scott Andison as its new President and Chief Executive Officer. Mr. Andison brings extensive government relations, board management, and association leadership experience gained through progressive positions throughout his career. On behalf of the board of directors, we look forward to working with Scott as we continue to advance FRPO's mandate to promote a balanced and healthy housing market in Ontario. Over the past thirteen years, with leadership provided by former President and CEO Vince Brescia, FRPO has become an important advocate in advancing sound public policy on behalf of housing providers across the province. FRPO members are fortunate to have someone with Scott Andison's background in government policy and management to be assuming leadership of the organization.







Scott Andison, President & CEO

### Government Relations

FRPO continues to expand efforts to create a positive dialogue between landlords and Members of Provincial Parliament (MPPs) at Queen's Park. By providing evidence-based policy positions, we are fulfilling our mission of establishing FRPO as a credible, professional industry association. Over 2013-2014, FRPO held 24 different policy meetings with elected officials from all three political parties, appeared before parliamentary standing committees, and attended government consultations. FRPO's March 2014 MPP Reception at Queen's Park was also a productive and effective event, facilitating a discussion opportunity between members of FRPO with MPPs and policy staff from all three major parties.



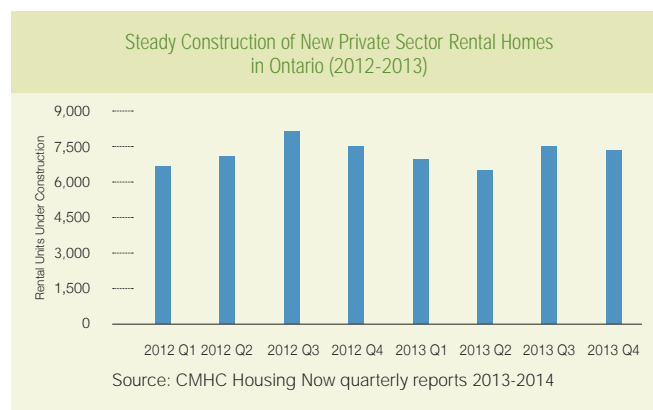
Premier Kathleen Wynne (L), FRPO's Scott Andison (R)

### An \$18.3 Billion Industry

In 2014, FRPO released a report by KPMG that pegged the size of the rental housing industry as one of largest and most vibrant in Ontario. With a provincial GDP of \$18.3 billion, rental housing drives Ontario's economy on a number of fronts, including:

- \$4.5 billion per year in new housing infrastructure investments;
- 147,000 full-time jobs that pay an average salary of \$56,000;
- \$7 billion in tax revenue, including almost \$2.9 billion in property tax

FRPO is promoting these positive economic benefits to raise awareness with more elected officials on how a better regulatory environment is the key to unlocking value in future rental housing investment.



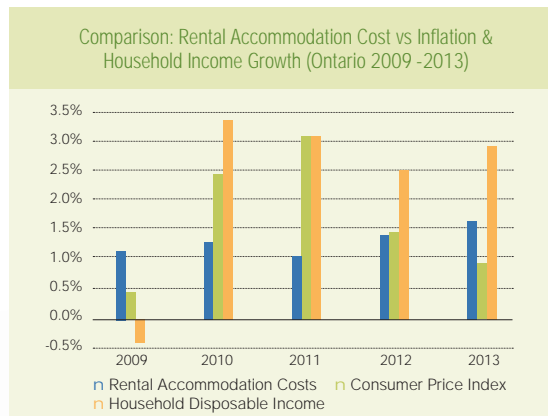
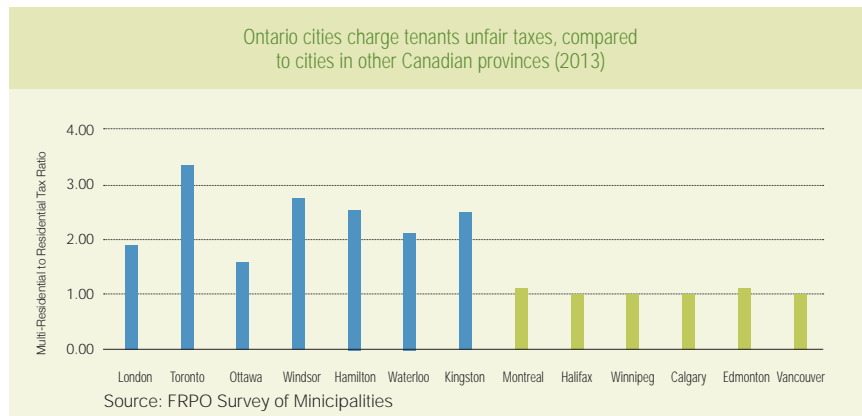


## Fact-Based Public Relations

Many tenants ask this question, and now FRPO is helping to provide clear, transparent answers. FRPO's "Why Does Rent Go Up?" notice carefully explains the average annual cost increases that housing providers have to pay to maintain quality rental homes. The costs of managing rental housing buildings includes items like taxes, water, repairs, mortgage interest, insurance, property management, accounting and legal fees. While these costs do go up every year, FRPO is showing that that most average rent increases are kept as small as possible. Even though costs are on the rise, renting offers a good deal to tenants.



Public fact sheets explain the issues



## A Professional, Quality Driven Industry

Five years after its launch, FRPO's Certified Rental Building (CRB) program has become the standard for rental housing quality assurance, providing Ontario's tenants with peace-of-mind. By 2013, there were over 945 Certified Rental Buildings (CRB) across the province, and over 95,000 apartment suites enrolled in the program. Each apartment building with the CRB designation meets the 38 standards of practice needed to pass the program's audit. Over 200,000 tenants can now have peace of mind that they have selected quality rental accommodations.



## Future Rental Housing Investment

A key lobbying priority for FRPO is the preservation of vacancy de-control of rents and the post-1991 rent control exemption. These policies are a must for securing future investments in rental housing construction and repairs.

continued on page 5





## YEAR-AT-A GLANCE continued from page 4

### FRPO Education Institute

FRPO is committed to ensuring that landlords and property managers are well educated and professional. One of the best ways to achieve these goals is through a comprehensive, recognized education program that builds and promotes an industry as a professional and rewarding career path. A quality program that leads to employee certification not only benefits tenants, it also develops new employees and creates future leaders for Ontario's rental housing industry. FRPO's first formalized education program for the rental housing industry is about to become a reality. FRPO's Education Committee has completed course outlines for certification of Resident Managers, Property Managers, and Leasing Professionals. Industry subject matter experts will soon be busy with content development. By fall 2014, beta test groups will be evaluating the first modules.



Property Management Education at FRPO

### Members Services and Events

FRPO's offering of events and services continue to help members succeed. FRPO's popular legal information service assisted over 80 landlords with tenant-related legal issues last year. Over 900 members attended educational seminars throughout the year. A record 135 submissions were received for FRPO's 2013 MAC Awards Gala, which drew a record 835 guests and featured former Prime Minister Jean Chretien as the keynote speaker. FRPO's member discount program offers ten different goods and services, including natural gas, appliances and credit checks, at bulk discount rates to members. FRPO's spring 2013 Golf Classic raised over \$70,000 for Interval House, Canada's first shelter for victims of domestic violence.



FRPO's FE Magazine

# IN MEMORY

Both Arthur Weisz and Mike McGee will be greatly missed.



2013 sadly saw the passing of Arthur Weisz and Mike McGee. Arthur Weisz was founder and Chairman of The Effort Trust Company based in Hamilton. Arthur was a passionate advocate for the apartment industry, and played a leading role during the construction boom through the development and management of thousands of homes for people of all walks of life. In 2009, FRPO bestowed the inaugural "Lifetime

Achievement Award" to Arthur, who was deeply moved by the recognition of his achievements by his peers. His commitment to excellence in rental housing was instrumental in the creation of the Certified Rental Building program.



Mike McGee passed away suddenly during the summer of 2013, at age 57. Mike was well-loved and respected by family, friends, and his many colleagues in the rental housing industry. Mike McGee founded the company Energy Profiles Limited, and was an active volunteer member with FRPO, serving on our Utilities Committee and providing a

wealth of advice to FRPO on energy policy. Mike played a key role in developing FRPO's policy positions on suite-metering and energy conservation.



## Ontario's rental housing industry has a big economic impact

Ontario's private sector rental housing industry provides quality homes to over 1.2 million households across the province. In addition to that, we also generate 147,000 full time jobs, a provincial GDP of \$18.3 billion, and total tax revenue to government of \$7 billion annually.

Public policies that help the rental housing industry thrive will ensure our industry can continue making a positive contribution to the economy while providing vibrant, healthy communities for Ontarians. For more details, see KPMG's 2013 Report, "Economic Impact Assessment – Ontario's Rental Housing Industry", at [www.frpo.org](http://www.frpo.org).

### Employment and Labour Income (2012)

- 146,534 jobs
- \$8.29 billion total labour income
- \$56,600 average salary

Rental Housing by Comparison: Full-time Employment (Ontario)	
Auto Industry	400,000 <sup>1</sup>
New Housing and Renovation	325,800 <sup>2</sup>
Tourism	305,400 <sup>6</sup>
Agriculture and Food	164,000 <sup>3</sup>
<b>Rental Housing</b>	<b>146,534<sup>4</sup></b>
Defense Industry	70,462 <sup>4</sup>
Aerospace Industry	67,700 <sup>4</sup>
Arts & Culture Industries	67,000 <sup>5</sup>
Utilities Sector	51,500 <sup>7</sup>

1. CAW Canada; 2. Ontario Home Builders Association; 3. Ontario Federation of Agriculture; KPMG 2013, Economic Impact Assessment Study; 5. Ontario Arts Council, 2012.; 6. Ontario Ministry of Tourism 2013; 7. Statistics Canada CANSIM Table 282-0088 2013.

### New Rental Housing's Economic Impact

In 2012, the construction of new rental housing in Ontario generated:

- \$2.81 billion in GDP impact for the province
- \$1.82 billion in labour income for Ontario
- 33,083 full time jobs created, and 7,423 jobs created in other provinces
- \$1.17 billion in government tax revenues



Source: KPMG (2013), Economic Impact Assessment Study – Ontario Rental Housing Sector. [www.frpo.org/submissions](http://www.frpo.org/submissions)

### Rental Housing's GDP Impact (2012)

- \$18.3 billion GDP impact
- \$4.5 billion in annual housing infrastructure investments
- \$1.7 billion in new rental housing construction
- 42,400 full-time jobs in construction and repair

Rental Housing by Comparison: GDP Impact (Ontario)	
Manufacturing	\$76.1 billion <sup>1</sup>
Finance and Insurance	\$51.8 billion <sup>1</sup>
Construction (Total)	\$32.8 billion <sup>1</sup>
Tourism Industry (Total)	\$19.5 billion <sup>3</sup>
<b>Rental Housing Industry</b>	<b>\$18.3 billion<sup>2</sup></b>
Defence industry	\$13.9 billion <sup>2</sup>
Aerospace industry	\$11.2 billion <sup>2</sup>
Mining and oil and gas extraction	\$6.5 billion <sup>1</sup>
Agriculture, forestry, fishing & hunting	\$4.7 billion <sup>1</sup>
Arts and Culture Industries	\$3.7 billion <sup>4</sup>

1. Statistics Canada GDP CANSIM table 379-0030, 2013; 2. KPMG 2013, Economic Impact Assessment Study – Federation of Rental Housing Providers of Ontario; 3. Ontario Ministry of Tourism, Culture and Sport, 2013; 4. Ontario Arts Council, 2012.

### Tax Revenue (Annual)

Private rental housing generates substantial revenue to governments in the form of property taxes, business taxes, sales taxes, income taxes and numerous licensing and permitting fees.

- \$7 billion total annual tax revenues
- \$3.3 billion in income taxes
- \$2.9 billion in property taxes



By Kim Reid, Chair, FRPO Education Committee

## FRPO Education Institute to be launched soon

Most professions have ongoing employee development programs. FRPO believes that the rental housing industry should be no different. Your association is committed to ensuring that landlords and property managers are well educated and professional. One of the best ways to achieve these goals is through a comprehensive, recognized education program that builds and promotes an industry as a professional and rewarding career path. A quality program that leads to certification not only benefits tenants, it also develops new employees and creates future leaders for Ontario's rental housing industry.



## Progress update

FRPO's first formalized education program for the rental housing industry is about to become a reality. With course outlines complete, industry subject matter experts will soon be busy with content development. By fall 2014, beta test groups will be evaluating the first modules.

Development of the education program began just over a year ago, under the direction of FRPO's Education Committee. After months of work, the committee completed all course outlines, and then reviewed and approved learning outcomes for each module. A fundamental part of curriculum design, learning outcomes define in specific terms what the student is expected to know at various stages in the education process.

## Three designation programs

Courses will address the day-to-day issues faced by managers in the industry, e.g. building administration, tenancy and leasing law, HR, customer service, etc., as well as overall business and strategic planning. The three designations included in the program are:

- Resident Manager Program, currently 5 courses
- Leasing Profession Program, currently 4 courses
- Property Manager Program, currently 8 courses

There's more work for the committee ahead. Delivery methods and course evaluations have to be decided in addition to finalizing the professional designations that flow from program completion. Like many other industry-run professional development programs in North America, most courses and exams will be delivered online, allowing current employees to train without disruption to their work schedules. Some in-person education will be included.

Over five years ago, FRPO introduced the Certified Rental Benefit program. CRB has since successfully raised the standard for rental housing quality assurance. It is expected that the new education program being launched in January 2015 will do the same for the human asset in the industry.

Those who will benefit include:

- Industry employees who want to have their skills recognized by carrying a professional designation;
- Industry employees who need or want to upgrade their skills; and
- Managers, leaders, recruitment officers interested in attracting new talent to our industry.

We look forward to providing further updates to members and industry staff on FRPO's Education Institute.



By Ted Whitehead, Director of Certification

## Certified Rental Building (CRB) Program Report

Last year FRPO celebrated the 5th Anniversary since launching the Certified Rental Building (CRB) program in June, 2008. The CRB program continues to be the only consumer-focused “quality-assurance” program of its type in Canada & North America.

The CRB program now has over 950 CRB-approved multi-residential apartment buildings located across the province of Ontario. From Sarnia to Ottawa, CRB-approved buildings now provide the “quality-assurance” advantage for Ontario residents. Over a 100,000 apartment units have been enrolled in the program housing over 200,000 Ontario residents.

Ontario rental-housing consumers have clearly endorsed the program’s “quality-assurance” advantage and the confidence and peace of mind that they are selecting well-run, well-managed apartment building. In the 2011 & 2012 Canadian Resident surveys, conducted by J.D. Power, 1 in 4 Ontario rental-housing consumers have indicated awareness of the CRB program. Since the program’s inception Ontario consumers have visited the CRB program’s website over 250,000 times.

## Standards & Employee Learning Opportunities Continue to Grow

The CRB program’s “quality benchmarks” have now grown to over 50 Standards of Practice - all focused on raising the “quality-assurance” bar for Ontario rental-housing consumers. Increased professionalism through employee training is a critical component of the CRB program. Over 1,000 property management staff from across Ontario have attended the various CRB training courses and learning seminars over the last five years.

The program’s Auditor continues to be an independent third-party source – J.D. Power and Associates. Our risk management plan has been continually updated and now includes both Random Building Audit Plan and a new annual Site Visit Review.

## New Environmental-Operating Standards

The CRB program introduced 10 new Environmental-Operating (EO) standards in Ottawa with the Ontario Minister of Energy, the Hon. Bob Chiarelli, in October 2013. The new green-operating standards will actively promote the creation of a strong environmentally-focused business culture across our industry - one where environmentally responsible business practices will drive positive bottom line results.

## Thank You

I want to thank FRPO members who supported the CRB program for the last 5 years and for their continued leadership in making the CRB program a success for our industry, their staff, and their residents. I deeply acknowledge the support of the CRB Certification Committee the Governance Committee. The CRB program would not be where it is today without their stewardship and unwavering commitment to success.





### Best New Rental Building

Skyline rebuilt the historic 18-suite Gummer Building in downtown Guelph following devastation in a 2007 fire.



Every year FRPO honours its members who have made an exceptional contribution to Ontario's private rental housing industry. FRPO's Annual MAC (Marketing, Achievement and Construction) Awards highlight the positive things that our members are achieving and celebrate the industry's accomplishments.

By working to improve service to tenants, quality of rental housing, and commitment to our communities, FRPO's members are helping to improve the quality of life for residents across the province.



**Community Service Award** / Younger residents of Feruslea Properties shown here making sandwiches to bring to local homeless shelters.



#### **Lifetime Achievement Award**

Jack Weinbaum - WJ Properties

#### **Property Management Website**

Realstar Management - www.realstar.ca

#### **Property Management Advertisement**

Timbercreek Communities

#### **Advertising Excellence – Social Media**

CAPREIT

#### **Curb Appeal Award**

Rosebind Developments Ltd & Greenwin Inc. - 30 Carabob

#### **Lobby Renovation of the Year Award**

Preston Group - 90 Eastdale Avenue

#### **Suite Renovation Award**

Tandem Property Management - Sheppard Centre Apartments

#### **Rental Development of the Year**

Skyline Group of Companies - The Gummer Building

#### **Amenities Award of Excellence**

Ferguslea Properties Ltd - Accora Village, Ottawa

#### **Environmental Award of Excellence**

Starlight Investments Ltd.

#### **Outstanding Community Service**

Ferguslea Properties Ltd

#### **Leasing Professional of the Year**

Floyd Taylor - Greenwin Inc.

#### **Property Manager of the Year**

Dianna Attar - KG Group

#### **Resident Manager of the Year**

Siddeek Mohamed Ahamed - CAPREIT

#### **Customer Service Award of Excellence**

Concert Realty Services Ltd



**Customer Service Award** / Concert Properties



**Curb Appeal Award** / Rosebind Developments Ltd. & Greenwin Inc.'s  
30 Carabob Court, Scarborough



**Property Manager of the Year** / Dianna Attar, KG Properties



# LOOKING BACK

## Vince Brescia 2000-2013

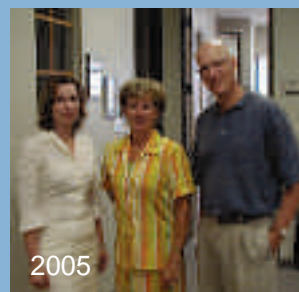


Vince Brescia's last day as FRPO's President and CEO was October 18, 2013.

Over 13 years, Vince guided FRPO through several monumental legislative and regulatory challenges, from the major changes in human rights legislation, the repeal of the Tenant Protection Act, the creation of the Landlord Tenant Board, the introduction of suite metering rules and Ontario's first housing allowance program. Vince represented the interests of FRPO members under 4 different Premiers and 11 different Housing Ministers.

Vince Brescia oversaw the successful launch and implementation of the Certified Rental Building (CRB) program, and managed FRPO to financially sustainability with ever-growing success in events such as the golf tournament and annual awards gala. Vince built a successful partnership between FRPO and Interval House, helping to support vital shelter and services to numerous victims of domestic violence.

The staff of FRPO, its Board and Members wish Vince Brescia all the best in his new role as President of Wyse Meter Solutions and all other future endeavours.





## Executive Committee

**Chair:**  
Ugo Bizzarri, Timbercreek Asset Management



### Members:

Paul Chisholm, Berkley Property Management Corp;  
Margaret Herd, Park Property;  
David Horwood, Effort Trust  
Mark Kenney, CAPREIT;  
Ken Kirsh; Sterling Silver Development; Allan Weinbaum, WJ Properties; Bill Zigomanis, Boardwalk Residential.

The Executive Committee is responsible for managing activity and providing strategic direction at FRPO between Board of Directors meetings. Members have continued to make key policy decisions regarding financial statements and to monitor the activities of FRPO committees.

## Finance Committee

**Chair:**  
Paul Chisholm, Berkley Property Management Corp



### Members:

Robin Bookbinder, Pinedale Properties; Bill Zigomanis, Boardwalk Residential.

The Finance Committee directs FRPO's financial management, upholds strong financial accountability for FRPO, and meets regularly with the accountants, the Board of Directors, and with FRPO management to review accounting, auditing, internal controls and financial reporting matters.

FRPO's annual audit is based on an examination conducted in accordance with generally accepted accounting standards, and includes a review of the internal control structure, as well as tests of accounting procedures and records.

## Political Action Committee

**Chair:**  
Ken Kirsh, Sterling Silver Development



### Members:

Ugo Bizzarri, Timbercreek Asset Management; Robin Bookbinder, Pinedale Properties; David Horwood, Effort Trust; Brent Merrill, Metcap Living Inc; Allan Weinbaum, WJ Properties.

The committee developed an overall strategy for achieving government relations progress on key industry issues. The committee develops long-term strategies to ensure FRPO has meaningful influence over public policy, works to ensure our industry's message is being properly and effectively conveyed to government, the media and the public.

## Landlord and Tenant Committee

**Chair:**  
Joe Hoffer, Cohen Highley LLP



### Members:

Paul Cappa, Cohen Highly LLP; Robert Doumani, Aird & Berlis LLP; Eric Ferguson, O'Shanter Developments Inc. Debra Fine, Debra Fine Barrister & Solicitor; Tom Halinski, Aird & Berlis LLP;

Jeff Hutchison, Timbercreek Asset Management; David Lyman, Dickie & Lyman LLP; Jim Moak, Paralegal Services Inc.; Tyler Seaman, Oxford Properties Neil Sigler, Parkway Realty Ltd.; Allan Weinbaum, W.J. Properties; Martin Zarnett, Sandler Gordon Barristers & Solicitors.

The Landlord and Tenant Committee addresses matters related to the security of tenure and other landlord and tenant relationship issues. The committee makes recommendations to FRPO's Board of Directors on policies related to tenancy procedures, as well as the quality and fairness of the landlord-tenant dispute process. The committee provides value to FRPO members through review of the Landlord Tenant Board's new forms, brochures, rules and guidelines.

## Rent Control Committee

**Chair:**  
John Dickie, Dickie & Lyman LLP



### Members:

Paul Cappa, Cohen Highley LLP; Tom Deutsch, Parkway Realty Ltd; Robert Doumani, Aird & Berlis LLP; Tom Halinski, Aird & Berlis LLP; Margaret Herd, Park Properties; Joe Hoffer, Cohen Highley LLP; Jeff Hutchison, Timbercreek Asset Management; Douglas H. Levitt, Horlick Levitt Di Lella LLP; Heather Waese, SPAR Property Consultants Ltd; Allan Weinbaum, W.J. Properties.

The Rent Control Committee helps FRPO develop policies that promote the benefits of free-market rental-housing for Ontario. Committee members provide regular comment and input on new Landlord Tenant Board procedures, as well as on any Residential Tenancy Act provisions related to rent regulation rules. Over the years, this committee has worked tirelessly to advocate for rent regulation policies that promote a healthy rental market.

## Legislation and Regulations Committee

**Chair:**  
Allan Weinbaum, W.J. Properties



### Members:

Debra Fine, Debra Fine, Barrister & Solicitor; Joe Hoffer, Cohen Highley LLP; Troy Pelletier, Minto Properties; Steve Weinrieb, Park Property Management.

The Legislation and Regulations Committee proactively monitors and responds to legislative issues that impact our industry beyond the scope of residential tenancy legislation. Key issues addressed by this committee include those related to labour law and workplace safety, disability legislation and accessibility, real estate transaction law, fire and building code regulations, legal liability issues and responding to any provincial private members' bills that impact the rental housing sector.

## Regional Committee

**Chair:**  
Arun Pathak, Hamilton and District Apartment Association



### Members:

Daryl Chong, Greater Toronto Apartment Association; Emma Simms, London Property Management Association; John Dickie, Eastern Ontario Landlord Organization; Anthony Koziol, Hirsch Habitats Ltd. (North Bay); Charles Lumley, Quinte District Landlords' Association; Arun Mehta, Richmond Realty Group



(Ontario) Inc. Doug Simmons, Sudbury District Landlords' Association; Larry Smith, Waterloo Regional Apartment Managers' Association; Sina Tahamtan, Kingston Rental Property Owners; Larry Thibault, Chatham Landlord Association.

As a province-wide organization, FRPO is committed to providing up-to-date information to local members across Ontario on the priorities and activities of our association. The Regional Committee creates an open forum for associations to provide FRPO with feedback and updates at a local level. The information exchange through the Committee assists FRPO in developing its policy positions and responses to issues as they arise throughout the year. The Regional Committee allows for local associations to offer advice, support and assistance to one another in addressing common concerns and challenges in the industry.

#### Utilities Committee

##### Chair:

David Horwood, Effort Trust



##### Members:

Robin Bookbinder, Pinedale Properties Ltd.; Paul Chisholm, Berkley Property Management; Mark Kessler, Greenwin Property Management; Peter Mills, Multilogic; Nancy Moran, Spinnaker Recycling; Terry Ryan, Coinamatic; John Sirilas, Timbercreek Asset Management; Martin Zegray, Realstar Management.

The Utilities Committee assists FRPO in addressing the increasing importance of issues related to electricity, gas, water, waste management services and any other matter impacting energy conservation and environmental sustainability in our industry.

#### Certification Committee

##### Chair:

Randy Daiter, M & R Property Management Ltd.



##### Members:

Jeff Hutchison, Timbercreek Asset Management; Geoff Younghusband, Osgoode Properties; Yehudi Hendler, Y.L. Hendler Ltd.; Leonard Visconti, Tandem Property Management; Bert Steenburgh, Oxford Properties Group; Ben Wallace, Westwood Management International; Zeljka Budjinski, Williams and McDaniels

This committee is responsible for reviewing and approving business strategies and tactics plan for FRPO's Certified Rental Building program.

#### Certification Governance Committee

##### Chair:

Marv Sadowski, Sterling Karamar Property Management



##### Members:

Heather Waese, SPAR Property Consultants; Justin Taylor, Bank of Nova Scotia; Sam Grossman, Retired Executive; Anne-Marie Breen, Wall2Wall Media.

Governance Committee reviewed and approved the audits and renewal audits of over 440 multi-res buildings during the past year. As well, committee members reviewed over 100 tenant inquiries into the program

and ensured proper response to these inquiries was being undertaken. Risk management regime is a key undertaking of the Committee and during 2012 they approved new audit guidelines for two new standards, and updated audit requirements for three existing standards. A new Visual Audit Inspection project was approved as means to strengthen the program's "quality-assurance" pledge to Ontario rental-housing consumers.

#### Membership and Member Services

Peter Altobelli, Yardi Systems Inc.; Paul Chisholm, Berkley Property Management; Jim Mathewson, Dulux Paints; Arun Mehta, Richmond Realty Services; Anne Meinschenk, Skyview Realty; Mary Ongaro, Absolute Ventilation; Kim Reid, Taeus Group; Sean Smith, Coinamatic;



The Membership and Member Services Committee pursues and develops additional member programs and services to help property owners and managers improve their buildings and businesses. These benefits included an ongoing program of education seminars, social events, new bulk-purchase discount programs and membership information sessions.

#### Public Relations Committee

##### Chair:

Sheryl Erenberg, Sheryl Erenberg and Associates;



##### Members:

Peter Altobelli, Yardi Systems;

John Dickie, Dickie and Lyman; David Eisenstadt, the Communications Group Inc.; Jessica Green, Cursive Consulting; Bonnie Hoy, Bonnie Hoy & Associates; Trisha Macpherson, CAPREIT; Kim Reid, Taeus Group; B.J. Santavy, Skyline Management; Christine Tonus, Mediapeach.

FRPO's Public Relations Committee is responsible for developing a comprehensive strategy for improving and enhancing the overall image of the FRPO as an industry association, promoting the positive aspects of Ontario's private rental housing sector and building credibility and strength of the industry and our members.

#### Education Committee

##### Chair:

Kim Reid, Taeus Group

##### Members:

Charlsey Brunne, Minto; Zeljka Budjinski, Williams & McDaniel; Marsha Chase; Andrew Lowe, Oxford Properties B.J. Santavy, Skyline Management; Bert Steenburgh, Oxford Properties



The FRPO Education Committee began work last year. After months of work, the committee completed all course outlines, and then reviewed and approved learning outcomes for each module. With course outlines complete, industry subject matter experts will soon be busy with content development. By fall 2014, test groups will be evaluating the first modules.



## FRPO's 2012/2013 Board of Directors



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*Timbercreek Asset  
Management Inc.*

### VICE CHAIR

**Bill Zigomanis**,  
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Communities*

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**Mark Kenney**,  
*CAPREIT*

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**Allan Drewlo**, *Drewlo Holdings Inc.*

**Margaret Herd**, *Park Property Management Inc.*

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**Brent Merrill**, *MetCap Living*

**Rob Pike**, *Minto Properties*

**Tyler Seaman**, *Oxford Properties Group*

**Larry Smith**, *Haney Property Management*

**Gloria Salomon CPA, CA**, *Preston Group*

**Geoff Younghusband**, *Osgoode Properties*

## The Federation of Rental-housing Providers of Ontario (FRPO)



**Scott Andison**,  
*President & CEO*

**Mike Chopowick**,  
*Vice President,  
Government &  
Industry Relations*

**Ted Whitehead**,  
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**Lynzi Michal**,  
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Manager*

**Laurie Cooper**,  
*Business Manager*

## CONTACT

Toll Free: 1 877 688 1960 / Phone: 416 385 1100 / Fax: 416 385 7112

info@frpo.org / www.frpo.org / Twitter: @FRPOFACTS

FRPO 20 Upjohn Road, Suite 105, Toronto, Ontario M3B 2V9

# Board of DIRECTORS



## OUR PROFILE

The Federation of Rental-housing Providers of Ontario (FRPO) is the province's leading advocate for quality rental housing. We represent a wide range of multi-residential housing providers who supply and manage homes for over 350,000 households across Ontario.

We are promoting a healthy and competitive rental housing industry by ensuring the impact of legislative and regulatory changes serve the best interests of landlords and tenants.

## OUR MISSION

Our mission is to provide the highest quality services to our members through education, policy development and advocacy. We will do this through:

- 1 Upholding public policies that support the availability of quality housing
- 1 Protecting the rights of private sector landlords and property managers while helping them profit from their investment in multi-residential real estate
- 1 Informative and educational training sessions on regulatory issues and industry best practices
- 1 Promoting industry best practices, fair conduct and professional standards of our members
- 1 Fostering better communication and information sharing among members
- 1 Educating government, the media and general public on the critical role of the private sector in the supply of well-managed and maintained rental accommodation.

## OUR OBJECTIVE

A balanced and healthy housing market with a vital rental-housing industry, choice for consumers, adequate government assistance for low-income households and private sector solutions to rental-housing needs.

