

2016

Annual Report



www.frho.org



Federation of Rental-housing
Providers of Ontario

REPORT FROM THE CHAIR: MARK KENNEY



2016 was an active and successful year for the association as it continued to advocate for a vital rental housing industry across Ontario and on behalf of every member. Being available for and supporting members was (and will remain) a major focus of FRPO. This year, the team continued to advance the use of research and analyses in extensive government relations activities; promoted member recognition, networking and learning events; and enhanced member services and benefits, all within a mandate to improve the long-term profitability of the industry.

2016 set some records. A strong recruitment campaign increased FRPO membership overall, while FRPO networking and educational seminars hit new attendance levels. The 2016 MAC Awards – FRPO's annual celebration of innovation, quality and the hard work that goes into promoting the brand of rental housing – received a record number of submissions and hosted 1,000 guests, the highest number of industry attendees to date.

FRPO's Certified Rental Building (CRB) Program continued to support the industry's commitment to a strong and vibrant self-regulatory environment. In 2016, this voluntary quality assurance and standards program grew to enroll a record number of 112,000 units and the 1,000th CRB-designated building was approved in Ontario.

FRPO continued to expand its efforts to raise awareness of the concerns and benefits of the industry and to influence political and policy decision-makers in the province and within Ontario's communities. Throughout 2016, FRPO held numerous government relations meetings with all parties from Queen's Park, Members of Provincial Parliament, elected officials, their staff and key stakeholders on a variety of issues and impacts relating to the housing industry. Staff produced reports and issued papers, facilitated meetings and media interviews, and participated in government consultations on important topics, including property tax assessment, a portable housing benefit, and inclusionary zoning. FRPO also represented membership in multiple submissions to government and in response to government proposals to amend the RTA and the powers of the Ontario Municipal Board.

FRPO proudly continued its long-term commitment to support Interval House, Canada's first shelter for women and children in Canada. FRPO secured financial donations as well provided advocacy support for their programs, education and housing needs. Many FRPO members provide volunteers, donations and participate in Interval House's programs that improve the lives of women and children fleeing abuse. Since 2007, FRPO members have raised more than \$420,000 for Interval House.

The end of 2016 began to signal a rebound in much-needed, new purpose-built rental housing construction in Ontario. However as the province, particularly the GTA, faces a surge in the cost of real estate, and a dearth of sustainable, affordable housing continues to exist, it remains to be seen what policy changes will come about to promote, or halt, the industry's progress on this hot-button issue. In the year ahead FRPO will work in earnest to effectively represent the views of membership on this and all industry issues and debate.

Lastly, but importantly, in January 2017 the Board of Directors of the Federation of Rental-housing Providers of Ontario welcomed new leadership to the FRPO team. Jim Murphy, FRPO's new President and CEO, is a seasoned public sector professional, experienced in association management and from within Ontario's housing industry. Jim will get to know you all in the weeks and months ahead and I encourage members to reach out and introduce yourself and your businesses to Jim directly. On behalf of the Board of Directors, we look forward to working with Jim as he leads our organization in advocacy for our industry and on behalf of all members.

MESSAGE FROM THE PRESIDENT & CEO: JIM MURPHY

Making Our Voice Heard



I want to begin by introducing myself. I started as FRPO's new President and CEO in January 2017. I am pleased and excited to be joining such a great organization. My background is in both government relations and the housing field. I worked on the political side of the provincial government during the mid and late 1990s at the Ministry of Municipal Affairs and Housing and then as Chief of Staff to the late Al Palladini.

After government, I worked for the Greater Toronto Home Builders' Association (the forerunner to BILD) as their Director of Government Relations. From there I went on to the mortgage industry where I was CEO of what was known as the Canadian Association of Accredited Mortgage Professionals, now Mortgage Professionals Canada. (It seems every time I leave an

organization they rebrand). What this background has taught me is the enormous importance of the housing sector. Whether it be the jobs created, the taxes generated or the housing options provided, housing is a vital component of the Ontario economy. It is also an industry with great people who are passionate about what they do.



MESSAGE FROM THE PRESIDENT & CEO

FRPO's history, while not a long one compared to other not for profit associations, is nonetheless a robust, and more importantly, successful one. Members in the rental housing industry came together to not only represent their interests, but to inform government on the important role rental housing plays in the economy and in our province's communities. FRPO has been front and centre in all discussions on rental legislation and has increasingly been seen by government and regulators as a key source of information, expertise and research.

The past year was a busy one for FRPO on many fronts.

First, in the government relations area it was a year of consultation. Our policy and advocacy section provides a more detailed overview of all of the areas where FRPO was active and engaged. Suffice to say the provincial government undertook several different consultations affecting our members, from small landlord legislation to the review of the Ontario Municipal Board. We were involved in all of them. Using the expertise and knowledge of our Board members, staff and volunteers, we were able to represent the interests of our members.

One of FRPO's strongest traits is its ability to gather information and research quickly. Whenever government is consulting and thinking of policy decisions it is important to provide professional fact-based information, so that informed decisions can be made. This is something that FRPO has always done well and will continue to do.

As we move into 2017 the provincial government will have to make decisions about which consultations actually result in legislative or regulatory changes. It will increasingly become a political year where the government will be most concerned about its standing and what actions will or will not assist it with re-election in the spring of 2018. FRPO will remain engaged and active. We will continue to reach out, proactively provide solutions and ensure our members' collective voice is heard.

While government relations and advocacy is the primary focus of FRPO, and will remain so, there are other services and activities the association provides that are important. This includes our extensive offerings of events. Events not only promote networking and social opportunities for members, but provide a venue for supportive education and learning. Our annual RTA seminar series is a classic example of this where the latest issues and trends in rent control legislation are discussed and shared. Communication is also an important area for our association. It's one that I would like to grow both internally and externally, transmitting to members the goings-on of the association, but also the information needed to make informed decisions and stay up to date.

I look forward to working with our great staff, our Executive and Board along with our volunteers and sponsors. Now more than ever it is important that our voice is heard. It is all of our jobs is to ensure that happens.



POLICY & ADVOCACY

Recognizing Rental Housing Excellence

In 2016, FRPO continued to advocate on behalf of members through outreach and meetings with Ontario government officials, collaboration with industry sector partners, and participation in many government consultations.

FRPO consistently highlighted the importance of:

- increasing rental housing supply;
- ensuring fair treatment of housing providers; and
- improving the quality of rental housing.

FRPO's annual **Queen's Park Lobby Day and MPP reception** provided opportunities for Board members to meet with and discuss key priorities with the Attorney General, the Minister of Community and Social Services, and Ministry of Finance officials on matters such as private bailiffs, a portable housing benefit, and property tax and assessment. Reception attendance by MPPs from all parties was strong, offering Board members and elected officials the opportunity to discuss challenges faced by the rental housing sector and the significant contributions made to Ontario's economy.

Increasing Supply

Affordable housing became a prominent focus of the government in 2016. In March 2016, the government updated its **Long Term Affordable Housing Strategy (LTAHS)**. One of its key objectives was to increase Ontario's supply of affordable housing. Instead of introducing initiatives to encourage more purpose-built rental, resulting in greater supply and ultimately more affordable rental housing, the government announced its intention to introduce **inclusionary zoning** legislation to allow municipalities to mandate the inclusion of affordable housing units in new development projects. Ontario passed this legislation in December 2016. FRPO spoke out strongly against inclusionary zoning, pointing to its lack of success in increasing affordable housing supply in other jurisdictions.

The LTAHS update did contain some good news: the government announced it would be creating a framework for a **portable housing benefit** to allow those receiving housing assistance the flexibility to choose where they want to live. FRPO supports the portable

housing benefit model as it truly provides choice to the tenant and is a better way to create inclusive communities than inclusionary zoning.

FRPO continued to advocate for the protection of the **1991 Rent Control Exemption and Vacancy Decontrol**. A stable regulatory environment that allows market forces to determine rent is key to encouraging new purpose-built rental housing. In 2016, Ontario started to see an increase in new rentals units, due in large part to the maintenance of these critical policies.

Ensuring Fairness

FRPO made progress towards a fair and level playing field for rental housing providers. FRPO worked collaboratively with the Municipal Property Assessment Corporation (MPAC) to address concerns over the **property assessment methodology** that resulted in high appeal rates on multi-residential properties and significant costs to landlords. As a result, MPAC moved away from the Gross Income Multiplier methodology and adopted the more transparent and practical net capitalized income approach.

Good news for the sector was also announced by the Minister of Finance in the government's Fall Economic Statement which promised a **property tax freeze on apartment buildings** and committed to **review multi-residential property tax** and the potential impacts the high tax rates have on rental housing affordability.

The Ministry of Housing undertook a **Small Landlord Consultation** containing a number of proposals that, if implemented, would bring greater fairness and equity to landlords in the **rent dispute system**. The proposals include requiring tenants to disclose any issues they intend to raise in advance of a rental arrears eviction hearing, allowing landlords to pursue unpaid utility arrears at the Landlord and Tenant Board, and only voiding eviction orders when proof of full payment of arrears is confirmed.

FRPO submitted a report to the government making recommendations about the evictions enforcement system. Currently a landlord must hire a Sheriff to

POLICY & ADVOCACY

enforce an eviction order, a requirement that lengthens the process and adds to the financial losses of the rental housing provider. FRPO's report encouraged the government to allow properly trained **private bailiffs** to provide much needed additional enforcement options for rental housing providers when the Sheriff's Office timelines add further delay to the process to meet the immediate needs of an eviction situation. Feedback from the Attorney General's office was positive to this proposal and FRPO continues to advocate for this solution.

The Ministry of Municipal Affairs and the Ministry of the Attorney General began a **review of the Ontario Municipal Board (OMB)**. FRPO communicated concerns that changes proposed in the government's OMB Consultation Paper will further complicate the land development process, resulting in more delays and costs. FRPO continued to advocate for a strong and effectual OMB that can continue its role as a counterbalance between local community issues and enforcement of provincial planning policy.

Improving Quality

As part of its Climate Change Action Plan, the government announced a new **Energy Retrofit Incentive Program** that would provide \$400 million over four years to private rental housing for capital investment in energy efficient retrofits. This announcement also contained a commitment to prevent carbon pricing costs from impacting tenants. While FRPO supports energy conservation and investing in energy efficient retrofits, it is opposed to any policy that treats tenants differently from private homeowners.

FRPO continued to advocate for fully enabling **electrical sub-metering**. Evidence suggests that electricity usage is reduced by more than 30%, resulting in a significant reduction of carbon emissions. FRPO believes that the government must allow all multi-residential buildings to fully implement sub-metering if it is to achieve its stated energy conservation objectives.

FRPO's Certified Rental Building (CRB) Program includes quality, service, and newly introduced environmental standards. These sustainability measures aim to reduce the environmental footprint of rental apartment buildings while promoting healthy and more sustainable apartment communities. FRPO continued

to advocate that allowing tenants to manage their individual energy consumption can achieve further carbon footprint reductions.

In early 2016, City of Toronto officials tabled a report recommending the replacement of the Multi-Residential Apartment Building (MRAB) program with a full licensing initiative for apartment buildings with three or more stories. In response, FRPO and the Greater Toronto Apartment Association (GTAA) worked together to lobby city officials to reconsider a full licensing regime and instead focus on increased enforcement and better using information within the existing MRAB framework. A key element of our advocacy strategy was to emphasize the value that already exists in FRPO's strong CRB Program through its quality assurance standards and the Living GREEN Together™ sustainability initiative. The advocacy efforts taken throughout 2016 resulted in official recognition of the value of the CRB Program, although City Council voted in 2017 to implement a registration program along with enhanced MRAB capabilities. The City has directed the MRAB to report back to determine what formal recognition FRPO's CRB Program should receive in future years...an excellent opportunity for the industry to demonstrate self-regulatory control.



CERTIFIED RENTAL BUILDING PROGRAM



The Federation of Rental-housing Providers of Ontario is committed to continually looking

for ways to enhance the quality of apartment living for residents across the province. In 2008, FRPO developed and implemented the Certified Rental Building Program (CRB Program) to provide a 'quality assurance' benefit that rental housing consumers can count on when shopping for their rental apartment home. The Program promotes professionalism in the rental housing industry while providing tenants with well-run, well-managed apartment communities where the property manager and their staff care about providing a high quality of service to their residents.

Membership in the CRB Program continued to grow in 2016, with the total number of units enrolled surpassing 112,000. A key milestone was achieved as the 1,000th CRB-approved building was designated in Ontario. In addition, the CRB Program's expansion into the province of BC is an early success with over 7,000 units enrolled and nearly 300 CRB-approved buildings now available to BC renters. Consumer acceptance also reached a milestone as searches for CRB-approved buildings on

the CRB Program website – www.crbprogram.org – surpassed one million.

The communities of Sault Ste. Marie, Alliston, Angus and Collingwood launched their first CRB-approved buildings last year for the benefit of renters in those areas. In Sault Ste. Marie, an official public launch of the Program took place with acting Mayor Susan Myers welcoming FRPO and the CRB Program to the city. "I'd like to congratulate Pine Allard Properties on obtaining the Certified Rental Building designation from the FRPO. It's great to see this company taking extra initiatives to offer quality rental housing to their tenants," said Susan Myers, Ward 2 City Councillor and Chair of the Sault Ste. Marie Housing Corporation Board of Directors in June, 2016.

Over the past year, CRB members continued to meet the compliance requirements of the CRB Program's new Living GREEN Together™ Standards. The Honourable Glenn Murray, Ontario's Minister of the Environment and Climate Change, officially endorsed the Program's environmental standards at a public event in Toronto stating, "I'm thrilled...to be announcing this program right here in my riding of Toronto Centre. I know this is a huge priority for my constituents and I'm so pleased to be working with the Federation of Rental-housing Providers of Ontario (FRPO) and Park Property Management. Housing is essential and it is imperative that we create sustainable infrastructure that is made to take care of our communities for generations. This is a very important first step in contributing to carbon neutral communities, which is the future."

As many FRPO members are aware, the CRB Program was also created to demonstrate to government stakeholders and the public at large that the rental housing industry is capable of delivering leading, quality community services through self-regulation. Members are highly encouraged to enrol their buildings in the Program in support of this objective. For more information, visit crbprogram.org.



2016 MAC AWARDS

Recognizing Rental Housing Excellence

On Thursday, December 1st, FRPO held its 16th annual awards gala in Toronto. FRPO's MAC (Marketing, Achievement and Construction) Awards recognize success and quality in Ontario's rental housing sector.

FRPO's awards gala continues to grow with another attendance record set of over 1,000 guests and 150 award submissions. This year's guest speaker, Arlene Dickinson, spoke to the sold out crowd about the challenges she has faced in her career and how overcoming those helped to shape the business person she is today.

“BETHE CHANGE”



FRPO 2016 MAC AWARDS



2016 MAC Award Winners

Lifetime Achievement Award

Ignat Kaneff – Kaneff Group of Companies

Advertisement Excellence – Single Campaign

Hollyburn Properties “Free Rent Contest”

Advertisement Excellence – Social Media

Greenwin Inc.

Best Property Management Website

CAPREIT (www.capreit.com)

Amenities Award of Excellence

KG Group – 299 Roehampton Avenue & 322 Eglinton Avenue East, Toronto

Best Curb Appeal

Briarlane – 350 & 390 Queens Quay, Toronto

Best Suite Renovation Under \$12,500

Cherishome Living professionally managed by Sterling Karamar Property Management – 64 St Clair West, Toronto

Best Suite Renovation Over \$12,500

Starlight Investments Ltd. – 295 Dufferin Street, Toronto

Rental Development of the Year

Sun Life Financial – Alto, 1544 Dundas Street West, Toronto

Environmental Excellence

Skyline Group of Companies

Resident Manager of the Year

Janice Mahy – CAPREIT

Leasing Professional of the Year

Michael Vezina – Vertica Resident Services

Property Manager of the Year

Cathie Wilson – M&R Property Management

Community Service Award of Excellence

Minto Properties Inc.

Customer Service Award of Excellence

M&R Property Management

Marvin Sadowski Memorial Award Certified Rental Building Member Company of the year (Over 15 Buildings Enrolled)

Minto Properties Inc.

SUPPORTING OUR COMMUNITY



For the past decade, FRPO has proudly maintained a close working relationship with Interval House, the first shelter for abused women and children in Canada. FRPO has supported Interval House through financial donations as well as providing advocacy support for their programs, education and housing needs.

Interval House is a leader in the campaign for women's empowerment, providing specialized services that help women and children rebuild their lives after leaving an abusive situation. Many FRPO members are involved with Interval House,

through volunteers and donations, such as appliances and services, as well as participating in the Her Home Housing Project, which provides rent-geared-to-income housing units. Through the Project, women receive a safe home in a safe neighbourhood at below-market rate for one year, supported with counselling and home visits, as they transition to economic self-sufficiency.

Since 2007, FRPO has raised over \$420,000 for Interval House, enabling a tangible impact on the lives of women and children fleeing abuse.



MEMBER BENEFITS

Over 2,200 professionals who own or manage more than 350,000 rental homes across Ontario, as well as industry partners, including service providers, suppliers and industry consultants, are FRPO members.

Members benefit from FRPO's knowledge-sharing, resources and industry advocacy, along with many valuable exclusive operational savings and discount programs, including:

Free Legal Information

Members are entitled to unlimited free legal information on landlord and tenant matters related to the Landlord Tenant Board and the *Residential Tenancies Act*.

Forms and Leases

FRPO members can purchase over 30 operational forms at a discount, including Multi-Residential Tenancy Agreements, application forms, maintenance forms, suite inspections and a lease that complies with the *Residential Tenancies Act*. FRPO also offers a Multi-Residential Standard Privacy Policy Kit and an AODA kit specifically designed for rental-housing providers.

Educational Events

All members receive discounted pricing on FRPO's topical industry seminars and webinars, including the regularly sold out annual *Residential Tenancies Act Seminar Series*.

Certified Rental Building Program

FRPO members can enroll their properties in North America's first accreditation program for multi-family communities. CRB accreditation publicly identifies well-managed rental communities that comply with quality maintenance and high customer service standards.

FE Magazine – FRPO's Rental Industry News and Email Bulletins

Members receive a subscription to FRPO's 'Fair Exchange' Magazine containing current rental housing news, and timely bulletins on issues affecting the industry.

Credit Check Discounts

FRPO members can save up to 77% on a variety of rental screening, search and risk-assessment tools and reports available from RentCheck Credit Bureau.

Midnorthern Appliance Replacement Program

FRPO has an exclusive appliance replacement and purchase savings program from Midnorthern Appliance accessible to all members across Ontario. To date, this program has helped members replace over 15,000 old refrigerators with new energy efficient models.

Natural Gas and Electricity Programs

ECNG provides FRPO members with valuable natural gas and electricity discount programs on one and three year terms, with a mix of fixed and floating rates. Members benefit from intelligent energy procurement strategies and building optimization advice.

Advertising Discounts

Members can take advantage of various discounts on advertising with Find-A-Rental, Rentseeker.com and 4Rent.ca to help fill vacant units quickly and efficiently.

Carpet Tile Program

FRPO members get exclusive pricing on new, maintenance, and replacement carpet tile products from Interface.

Paint Program

Dulux Paints' dedicated sales team for FRPO members offers exclusive discounts on paint products to help keep units and properties looking their best.

ASSOCIUM Advantage Program

This group buying program saves FRPO members money on operating and administrative costs including HR, office equipment, couriers, payroll, Employee Assistance Plan and insurance.

EVENTS AND MEMBER ACTIVITIES

FRPO member events are designed to directly engage, inform and connect members across the province in person and online. FRPO's activities create valuable opportunities for members to stay up to date on issues and to learn, share and contribute data, information and experiences to best practices across the rental housing industry in Ontario.

RTA Residential Tenancies Act Seminars

These half-day refresher seminars are presented by experts in Landlord-Tenant law and focus on various legal and legislative topics. Events are held annually with an updated curriculum each year. FRPO's 2016 RTA Seminars were held in Toronto, Cambridge, Ottawa, Chatham and Thunder Bay and had 500 members and industry professionals in attendance.

Dallas Housing Tour

The 5th annual FRPO Housing Tour took place in October in Dallas, Texas. This event provided over 40 attendees with the opportunity to learn about the latest trends and experiences in the Dallas rental housing market from some of the largest operators in the USA. FRPO members were also pleased to network with representatives from the National Apartment Association, Apartment Association of Greater Dallas, and the Texas Apartment Association.

CMHC Rental Market Survey Breakfast

This popular annual event held in conjunction with the Greater Toronto Apartment Association continues to grow in attendance and was well attended by over 200 members. The 2016 breakfast event, presented by CMHC economists, provided valuable information related to market conditions and factors driving the multi-residential industry. The CMHC data presented assists in equipping FRPO members with the information needed to make intelligent business decisions and continue to meet demand for rental housing.

FRPO Webinars

Webinars are a valuable source of information and education for FRPO members located throughout the province. They allow members to access resources and participate regardless of geography. In 2016, FRPO held several webinars for members on topics such as Bill 132, member benefit programs, and government relations updates.



Women in Rental Housing

The FRPO annual Women in Rental Housing luncheon continues to grow in popularity. It focuses on addressing the challenges women face in the workplace and looks to solutions to ensure women in the industry can achieve their professional goals. Over the last four years, various women from the industry have provided advice, insight and inspiration to attendees. Kris Boyce of Greenwin moderated the 2016 luncheon, in its fourth year. It featured up and coming leaders in rental housing, including Brandi McIlvenny of Sifton Properties, Jessica Green of Greenwin, Andrea Rocheleau of Skyline Group of Properties as well as FRPO Vice President, Kristina Lauesen.

FRPO Open House

FRPO held a successful Open House for prospective and new members in 2016. This event provided 40 attendees an opportunity to meet with FRPO staff as well as get an in-depth perspective on FRPO's ongoing government relations consultations and a better understanding of membership benefits for those in the multi-residential sector.

2016 FRPO Charity Golf Classic

This sold out event saw 300 members take to the links in support of Interval House at Rattlesnake Point Golf Club in Milton. Through the generosity of our members and sponsors, FRPO was pleased to contribute over \$60,000 to Interval House which will directly assist women and children fleeing domestic violence. FRPO is proud to support Interval House that offers shelter, counselling and innovative programming to help provide a fresh start.

Spring HOPE Food Drive

FRPO is pleased to work on this valuable initiative in conjunction with the Regional Associations coordinating one of the largest one day food drives in Canada. Rental housing providers and residents work together to collect non-perishable food items and cash donations for those less fortunate across the province. The 2016 event collected a total of 400,000 pounds of food for food banks in over 35 Ontario communities. Over 2,500 property management staff, volunteers and residents helped to collect food from more than 2,500 apartment buildings throughout the course of one evening and deliver them to local food banks.



FRPO COMMITTEES

Executive Committee

Chair: Mark Kenney

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.

Credentialing Committee

Chair: David Horwood

The Credentialing Committee oversees the policies and program development of association-based certification programs, including the industry's Certified Rental Building (CRB) Program along with FRPO's wide variety of investments in continuing education initiatives. The Credentialing Committee is supported by the direct efforts of the Certification Committee and Governance Sub-Committee focused on the CRB Program.

CRB – Certification Sub-Committee

Chair: Randy Daiter

The focus of this Committee's efforts is to strengthen the Program's risk management practices, continuously improve on the Program's Standards of Practice, and to continue to build awareness with Ontario rental housing providers and the consumers they serve. The Committee oversees the membership applications and ultimately awards certification to the buildings that qualify in meeting the stringent standards that make up the CRB Program. The Committee also administers the regular and random audit programs that ensure both initial and ongoing compliance with the Program standards.

CRB – Governance Sub-Committee

Chair: Marvin Sadowski

The Governance Sub-Committee oversees the management processes and structures that support the Certified Rental Building Program. In addition, this Sub-Committee is charged with reviewing any and all tenant enquiries related to the standards or ongoing certification process. Committee members also provide valued input and advice on the audit reporting process and the continuous review process of the random audit program.

Finance & Audit Committee

Chair: Paul Chisholm

The Finance & Audit Committee oversees and directs FRPO's financial management, reporting

and controllership functions. The Committee is also responsible for the development of the corporation's annual operating budget for approval by the Board of Directors. The Committee also ensures the organization's compliance with generally accepted accounting standards and acts at arms length from management and the Board of Directors in dealing with the organization's external auditor.

Government Relations Committee

Chair: Ken Kirsh

The Government Relations Committee develops overall advocacy strategies to respond to key industry issues. This Committee develops appropriate approaches in dealing with government ministries, Cabinet Ministers and other officials on matters affecting the rental housing industry. The Committee works to ensure our industry's message is being properly and effectively conveyed to government, the media and the public.

Legislation & Adjudication Committee

Chair: Allan Weinbaum

The Legislation & Adjudication Committee proactively monitors and responds to legislative issues that impact our industry, including regulations and legislation beyond the *Residential Tenancies Act*. The efforts of this Committee are aligned with the activities of the Government Relations Committee as regulatory frameworks get introduced following the policy development or consultation process.

Membership & Member Services Committee

Chair: Patti-Jo McLellan Shaw

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

Nominating & Governance Committee

Chair: Bill Zigomanis

The Nominating & Governance Committee is responsible for qualifying and recommending new individuals to serve on committees and/or the Board of Directors. It is also charged with the review and evaluation of changes to the organization's bylaws, administrative and management policies, and general governance oversight as a Committee of the Board.

FRPO BOARD OF DIRECTORS

Chair	Mark Kenney CAPREIT
Immediate Past Chair	Bill Zigomanis Boardwalk Rental Communities
Vice Chairs	Margaret Herd Park Property Management Inc.
	Ken Kirsh Sterling Silver Development Corporation
Secretary-Treasurer	Paul Chisholm Berkley Property Management Inc.
Directors	<p>Jason Ashdown Skyline Group of Companies</p> <p>Ugo Bizzarri Timbercreek Asset Management Inc.</p> <p>Kris Boyce Greenwin Inc.</p> <p>Paul Chisholm Berkley Property Management Inc.</p> <p>John W. Dickie Eastern Ontario Landlord Organization</p> <p>Allan Drewlo Drewco Development Corp.</p> <p>David Horwood The Effort Trust Company</p> <p>Patti-Jo McLellan Shaw Hapfield Developments</p> <p>Brent Merrill MetCap Living</p> <p>Anne Morash GWL Realty Advisors Inc.</p> <p>Rob Pike Minto Properties</p> <p>Gloria Salomon Preston Group</p> <p>Tyler Seaman Oxford Properties Group</p> <p>Larry Smith Waterloo Region Apartment Management Association</p> <p>Allan Weinbaum WJ Properties</p> <p>Geoff Younghusband Osgoode Properties Ltd.</p>

FRPO Staff



Jim Murphy
President & CEO



Kristina Lauesen
Vice President,
Government &
Industry Relations



Lynzi Michal
Director of
Membership &
Marketing



Ted Whitehead
Director of
Certification



Chloe Hill
Membership
Development
Coordinator

Who We Are

The Federation of Rental-housing Providers of Ontario (FRPO) is the largest association in Ontario representing those who own, manage, build and finance residential rental properties and their industry partners. FRPO works on behalf of members to promote 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.

Over 2,200 professionals who own or manage more than 350,000 rental homes in every part of Ontario are members of FRPO, as are our industry partners, including service providers, suppliers and industry consultants. Whether you manage one small building or a single rental unit, or are part of the province's largest property management firms, FRPO will help you.

Our Mission

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

- upholding public policies that support the availability of quality housing for all
- protecting the rights of private sector landlords and property managers while helping them profit from their investment in multi-residential real estate
- informative and educational training sessions on regulatory issues and best practices
- promoting industry best practices, fair conduct and professional standards of our members
- fostering better communication and information sharing amongst members
- 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



Federation of Rental-housing
Providers of Ontario

Become a member.

Visit www.frpo.org or email membership@frpo.org for more information.

Toll-free: 1-877-688-1960 | **Direct:** 1-416-385-1100

