

# 2021

ANNUAL REPORT



# REPORT FROM THE CHAIR **ALLAN DREWLO**



## RAISING THE BAR

This marks my first Annual General Meeting as FRPO Chair and one year since I assumed this role. Over the past year we have seen the FRPO membership grow, and we are thankful for our current membership's commitment, passion, and dedication to our organization. Our industry has shown great resiliency during challenging times. The pandemic strain over the past two years has served as a reminder of how connected each of us are, in good times and bad. Now as we look ahead, I am confident our organization will continue to raise the bar and find mutually viable solutions that will help assist in our daily operations.

The FRPO team have been hard at work at Queens Park ensuring your voice is being heard. As housing providers, operators, and managers we provide one of the most essential services and knowing that helps guide our actions and decisions, it also serves as a constant reminder of what we believe in and how our industry operates. We have seen some great success this year and we are proud of our accomplishments, but there is always more work to be done especially with an upcoming election! We look forward to collaborating with you, our membership so we can proactively and efficiently progress forward and pave new paths. I am confident that our momentum will continue, and we will make steady strides forward.

FRPO's number one priority has always been our membership. Last year we saw some of our events return to in-person and we hope to see this trend continue! Our corporate sponsorship program is critical in allowing us to put on some of our large-scale events and we are so grateful for the continued support of FRPO and our community.

In closing, we know that Ontario is faced with a great supply gap. We need to build more housing to give Ontarians the choice they deserve when it comes to selecting a place to call home. Let's all continue to do our best and work together to build Ontario!



# MESSAGE FROM FRPO PRESIDENT & CEO **TONY IRWIN**

## NEW BEGINNINGS



This past March marked the second full year of the global COVID-19 pandemic. Our current situation is no longer one of waiting to return to a pre-COVID world but one of adopting new habits and moving forward in our current realty. The rental housing industry continues to do an outstanding job ensuring they are keeping their buildings clean and safe for their residents while allowing a sense of normalcy to return. Our membership represents a strong community of dedicated rental housing providers, owners and operators and I am extremely proud of our industry's ability to persevere through any challenging times and continue to perform to the best of their abilities. This strong foundation is essential for our industry to ensure we are taking the right steps to allow for a bright future ahead, one that sees new projects so we can begin to close the supply gap and provide the people of Ontario the safe, secure housing they deserve!

Behind the scenes, the staff at FRPO have been hard at work on several projects! We are in the process of migrating to a new database, which we are confident will provide an

enhanced user-friendly experience to our members. We have also begun to refresh our website by reviewing and refreshing our content, changing the visual appearance, and ensuring we have the best search engine optimization possible. As many of you may already know we also have a new publishing and media partnership with RHB. We believe this collaboration will be a great fit for FRPO going forward!

We continue to work closely with industry partners and organizations to ensure your voice is heard at Queen's Park. We have made great progress in strengthening our relationships with Government and are pleased with what we have accomplished over the past year. We are geared up and ready for the election in June and prepared for any challenges or obstacles that might come our way!

**I am pleased to announce, FRPO's Certified Rental Building Program (CRBP) was recognized as GRESB approved in the green building certification program! FRPO recognized the growing need and importance of ESG as a major transformative trend in the multi-residential and real estate**

**industry. Our goal is to expand this trend across our membership and the industry over the next 5 years.**

**Our Board of Directors approved this Industry accreditation program, to take on a national perspective and expand its footprint to other provincial jurisdictions as a means to support those FRPO members ESG strategies and efforts! Our CRBP and BC CRBP have been merged into a new Canadian Certified Rental Building Program!**

In closing, I would like to express my sincere gratitude to our Chair, Executive Committee and Board Members. I am grateful to be able to work with industry leaders who have tremendous passion for our industry and demonstrate exceptional dedication and commitment to FRPO's purpose and core objectives. I would also like to thank our members and sponsors for their continued support. We are stronger together and I look forward to what our industry has in store in the year ahead! Remember, my door is always open, and we welcome you to share your perspectives and feedback with us to help shape our organization going forward.

# POLICY & ADVOCACY

Last year FRPO updated its strategic plan with a renewed objective of improving Ontario's rental housing ecosystem, supply, and affordability. Our advocacy efforts throughout the year continued to support that core objective of the association.

The first part of the year primarily focused on protecting the industry from poorly contemplated measures that may have been considered by policy makers during the COVID crisis. Our efforts successfully protected rental housing providers from harmful proposed measures and minimized the negative impact of eventual measures.

## Protecting the Guideline Increase

In the previous year, the government imposed a rent increase guideline freeze for the 2021 calendar year. To avoid a repeat of the freeze for 2022, we launched a comprehensive advocacy campaign to educate decision makers on the impact of another year with a freeze. FRPO continued to share stories of our members voluntarily offering rent deferral programs and other supports for residents who are in need. We reinforced the message that allowing the guideline increase for those who can afford to pay it allows our members to use those proceeds to provide rent deferrals for those who need them resonated with government officials. The government chose to return to the pre-COVID norm and allowed the guideline increase to proceed for the 2022 calendar year.

## Landlord & Tenant Board

In 2021, we worked to minimize the impact to LTB operations during the various government lockdowns throughout the year. Unlike previous "States-of-Emergencies", during the April 7<sup>th</sup> declaration and subsequent "stay-at-home" orders, due to our efforts, the LTB remained fully operational to receive applications, hold hearings and issue orders. Only enforcement of eviction orders was suspended during this time, and appropriately so. The same applied during the late December closures. We also continued to advocate for adequate resourcing and modernization of the LTB. Our efforts resulted in the Attorney General announcing \$28.5 million for a new digital case management system across Ontario's tribunals. The LTB became the first tribunal to implement the system in the summer of 2021.

## New Rental Housing Supply

As 2021 progressed, the public policy conversation shifted from simply responses to the COVID crisis to a broader policy discussion around lack of housing supply and its impact on affordability in the Province of Ontario. The government launched a housing supply consultation process, appointed a special task force to provide recommendations, held numerous municipal summits and engaged broadly with stakeholders, including FRPO.

To advance our industry's voice through these conversations, we developed a five-point "Ontario Rental Housing Strategy", which included proposals calling for:

1. "As-of-right" zoning framework for purpose-built rental;
2. Density incentives for purpose-built rental projects;
3. Provincial triage service led by a Rental Housing Facilitator;
4. Financial incentives for mid-market rental projects; and
5. Income supports for our residents as well as a strategy to address the skilled trades shortage.

The government's task force came out with 55+ bold recommendations that related to many of FRPO's proposals on housing supply. The government decided to take an incremental approach by proceeding with some changes as part of Bill 109, More Homes for Everyone Act, and committed to following up with a series of housing supply bill guided by the task force recommendations.

## Moving Forward – Continued Engagement with All Political Parties

In addition of our regular cadence of engagement with all political parties to advance rental housing issues, FRPO dialed up the intensity in the lead up to the election. On the government side, FRPO had countless engagements with the Premier, Minister of Municipal Affairs & Housing, Attorney General, senior political

staff, and party officials to advance our interests. We also continued engagement with the new Ontario Liberal Leader, Steven Del Duca, and his policy team to ensure they were well informed on our file. On the NDP front, over the course of the mandate, we have engaged various NDP members to educate them on the real challenges with disrupting the rental policy framework.

As we head into the 2022 provincial election, FRPO continues to engage with all political parties to avoid knee-jerk policy commitments based on short-sighted electoral considerations. We are also commissioning updated research on the current supply challenge and impact of potential policies on rental project economics including incentives required to make certain policy priorities feasible. This research will support our policy proposals as we enter a new policy development process after the June 2<sup>nd</sup> election.

# CERTIFIED RENTAL BUILDING PROGRAM

Despite the ongoing challenges of the COVID 19 pandemic, 2021 was a year of many significant developments for FRPO's Certified Rental Building™ program. Most notable of these advances was the approval by FRPO's Board to move forward with advancing CRBP to a national status level and to expand the program to other provincial domains. In effect to establish a new Canadian 1212Certified Rental Building™ Program - The B.C. CRBP & the ON CRBP will be merged into the new entity early in the coming year.

The driving force behind this direction is to support the program's many members that are a part of transformation to ESG-centric (Environmental, Social, & Corporate Governance) rental-housing providers. FRPO's Canadian 1212Certified Rental Building™ Program has earned official status on GRESB list of recognized and approved Building Certification Schemes and "operational green building certification" programs (2018).

The year also saw the significant overall of the program's risk management and audit regime through increased streamlining and automation. This will significantly reduce the efforts required by our members to add-on additional property portfolios situated anywhere in Canada. In addition, The CRBP's Educational & Training programs have now been completely updated so that may be completed online or through an e-learning format - delivered anywhere in Canada.

The Canadian Certified Rental Building™ is committed to supporting the multi-res industry ESG transformation across Canada, and to continually raising the bar of "industry professionalism" in serving rental-housing consumers in all provinces.



# CELEBRATING THE 2021 MAC AWARD WINNERS

**Social Media Award of Excellence**

Fitzrovia

**Best Advertising Campaign**

Fitzrovia

The Waverley – Boutique Rental Living at College & Spadina

**Best Property Management Website**

Fitzrovia – [www.fitzrovia.ca](http://www.fitzrovia.ca)

**Best Suite Renovation Under \$25,000**

Hapfield Developments – 160 Elgin Street North, Mount Forest

**Best Suite Renovation Over \$25,000**

QuadReal Property Group – 44 Jackes Avenue, Toronto

**Best Lobby Renovation**

BentallGreenOak – Residential Services

93 Bold Street, 75 Bold Street and 90 Duke Street, Hamilton



FRPO  
MAC AWARDS



### **Best Curb Appeal**

Rhapsody Property Management & Rockport Group  
25 Montgomery Avenue – Toronto

### **Best Amenities (Renovated or Existing)**

Hazelview Properties – 2870 Cedarwood Drive, Ottawa

### **Best Amenities (New Development)**



Fitzrovia – The Waverley  
484 Spadina Avenue Toronto

### **Rental Development of the Year – Over 200 Units**

KG Group – 18 Erskine Avenue, Toronto

### **Rental Development of the Year – Under 200 Units**

Fitzrovia – 484 Spadina Avenue, Toronto

Every year FRPO members celebrate businesses and individuals who are leaders in the residential rental market in a variety of categories. If you have any questions about the awards, please contact [membership@frpo.org](mailto:membership@frpo.org). Please note that the annual MAC Awards Criteria is released in early July each year.

Next year we could be celebrating your success!

For more information on the FRPO MAC Awards, please visit [www.frpomacawards.com](http://www.frpomacawards.com)

### **Environmental Excellence**

Skyline Group of Companies

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

Sarah-Jane Beehoo – BlueStone Properties

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

Lily Luckin – BlueStone Properties

### **Resident Manager(s) of the Year**

Rose Sekaric – Greenwin Corp.  
Darlene & Michael Scott – Realstar

### **Certified Rental Building Program Member of the Year**

Sterling Karamar Property Management

### **Community Service Award of Excellence – Supplier Member**

Wyse Meter Solutions

### **Community Service Award of Excellence – Rental Housing Provider**

QuadReal Property Group

### **Outstanding Company Culture**

Ferguslea Properties

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

KG Group

### **Impact Award**

Skyline Living



# EVENTS AND MEMBER ACTIVITIES

**FRPO** is proud to support our membership through a variety of educational and networking events. Continued learning and professional development is important to our members and 2021 was no different. While our events took place virtually for the second year, they were very well attended demonstrating the industry's commitment to growth and improvement.

Over the last two years, these events took place virtually. In 2021, FRPO held webinars on topics such as:

- Landlord and Tenant Board Application Portal Changes
- CMHC Rental Market Survey
- Diversity & Inclusion Webinar Series
- Maximizing your ESG Impact in Multi-Residential Real Estate
- Charging into the Future with EV
- Mental Health Awareness
- How Incentive Programs Can Help Reduce Energy Costs and Improve Your Bottom Line
- Legal & Government Relations Updates
- International Women's Day
- Redefining Customer Experience During a Pandemic



## Member Benefit Programs

FRPO members enjoy access to a wide range of valuable benefits and services, including free legal information, discounts on paint, appliances, credit checks as well as rental history reports. Our programs aim to help you improve operational efficiencies and cut your bottom line through these bulk offerings. FRPO continues to look for new programs that will add value for our members and will update members as new programs come online. If you have any questions about these programs, please contact [membership@frpo.org](mailto:membership@frpo.org) or 416.385.1100 ext. 22.

### FE Magazine and Technical Bulletins

Our members are leaders in an ever-changing industry. FRPO keeps members up to date on current issues in the rental market and on the organization's advocacy efforts through FE (Fair Exchange) Magazine. Advertising in FE is limited to FRPO members. To book advertising in FE Magazine, please contact RHB's rep directly at [justink@rentalhousingbusiness.ca](mailto:justink@rentalhousingbusiness.ca). FRPO also keeps Members current with Technical Bulletins provided by email explaining legislative, regulatory and legal topics and changes relevant to the daily operation of rental properties in Ontario.

### Membership Directory

FRPO members are supplied with a Membership Directory each year and we are pleased to announce this publication is going digital. Members can keep in touch as well as review the services of our Associate and Corporate members. It's also an excellent way for our Supplier members to advertise directly to the industry audience. The membership directory is proudly published by RHB. For rates and to book advertising, please contact RHB directly.



### Midnorthern Appliance Replacement Program

Replacing and disposing of old inefficient appliances? Need to add new ones? Want to lead the industry in energy conservation? All members can access FRPO's low-cost appliance purchase program for outstanding savings. Our exclusive supplier, Midnorthern Appliance, provides exceptional service and discounts to members across the province. To date, this program has helped members replace over 14,000 appliances with new energy efficient models. Midnorthern is also pleased to offer FRPO members a furnished suite program including furniture, mattresses, bedding and electronics. For more information or to set up your account, please contact Michael Gnat at [mgnat@midnorthern.com](mailto:mgnat@midnorthern.com) or 416-635-4835.

### Dulux Paint Discount Program

FRPO has partnered with Dulux Paints to provide our members exclusive pricing to keep your properties looking their best. Dulux offers a wide variety of products to suit your needs at competitive prices. To set up your account, please contact Mark Doyle at 416.768.4110 or [doyle@ppg.com](mailto:doyle@ppg.com).

### ECNG Natural Gas Program

The FRPO natural gas program is designed to protect members from the risk of higher gas prices while providing value in pricing options. Members benefit by keeping prices low and stabilizing costs. From an initial annual volume of just over 20 million cubic metres of gas in 1990, the FRPO program today contracts for approximately 85 million cubic metres for participating FRPO members in every region of the province. Over the past seventeen years, FRPO gas plan members have earned several million dollars in savings from this program. For the current offerings and FAQ's, please click here. For more information, please contact Sasha Giurici (905) 635-3280 or [sgjurici@ecng.com](mailto:sgjurici@ecng.com).

### ECNG Electricity Program

The electricity market is very volatile. Over the past 5 years the Regulated Price Program costs for both the Time of Use program and 2 Tier program have increased by approx. 40%. This type of volatility can create challenges to those housing providers that operate on tight budgets and in this uncertain market having a pricing strategy in place is key to controlling your costs and budget over time. To assist our FRPO members with managing energy budgets, we partnered with ECNG Energy L.P. over 20 years ago and have been providing stable and predictable natural gas pricing to members ever since. We have now embarked on an electricity program with ECNG to assist members in saving energy dollars and stabilizing costs by using competitive tenders and aggregation of member volumes when approaching the energy supply community. For more information, click here. To sign up for this program, please contact Sasha Giurici (905) 635-3280 or [sgjurici@ecng.com](mailto:sgjurici@ecng.com).

### Free Legal Information Service

All FRPO members in good standing have access to our free legal information program. This popular member benefit is designed to assist rental housing providers with a specific question or concern regarding landlord and tenant issues. To access the Legal Information Service, please email your detailed question to [legalinfo@frpo.org](mailto:legalinfo@frpo.org). Answers are normally provided within 3 business days. This service is available Monday – Friday during regular business hours. Please note that this service is intended to answer questions about the Landlord and Tenant Board process, Residential Tenancy Act forms, do's and don'ts for tenant screening, recourse for lease violations, and other questions directly relating to the Residential Tenancies Act. Please note this service is designed to provide members with legal information of a generalized nature related to rental housing tenancies, and does not constitute legal advice. FRPO is unable to provide members with specific instructions on how to proceed on a tenancy matter as that would be considered legal advice, and would be in contravention of the rules set by the Law Society of Upper Canada.

### Legal and Business Forms

FRPO members can purchase over 30 operational forms including Application forms and Additional Terms for the new standard lease. FRPO has partnered with other industry associations to retain the law firm Cohen Highley LLP to prepare a lease that is in accordance with the new Residential Tenancy Act. All forms are available for instant download on our member access website. Members receive discounted prices on all forms and leases.

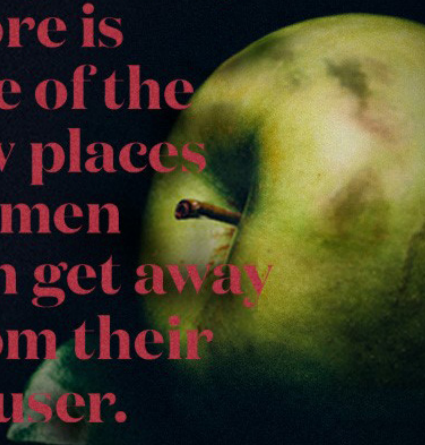
### RentCheck Credit Bureau – Screening and Qualification Tools for all Housing Providers

Premium Canadian-American credit reports in English and French. Three decades partnership with Equifax and TransUnion. Sole source Tenancy History 4.4M records. Commercial Business Reports. Criminal Background checks, and more. No annual membership fees. 77% Savings over other providers. *Contact Information*  
130-1124 Queens Quay East – West Tower, Toronto, ON M5A 0P6  
Phone: 1-800-661-7312 ext 221  
Fax: 1-800-871-3380




## ABOUT INTERVAL HOUSE

Interval House is the first centre for abused women and children in Canada. They are leaders in the campaign for women's empowerment, providing innovative, specialized services that help women survivors of intimate partner violence and their children transform their lives and break the cycle of



**During the pandemic, the grocery store is one of the few places women can get away from their abuser.**

Learn how Interval House is keeping women safe at [intervalhouse.ca/bruisedfruit](https://intervalhouse.ca/bruisedfruit)



**Your donation can help women rebuild their lives after abuse.**



### Bruised Fruit Campaign

During the pandemic, domestic violence increased by 30% in Canada. Interval House found a simple, discreet way to get help in the hands of women experiencing violence in the home.

To expose the rotten truth of abuse, Interval House used the produce section in the grocery store to create a custom display stand filled with bruised apples. On each apple, they added custom produce stickers highlighting the realities of abuse and Interval House's 24/7 crisis line to discreetly get this crucial information into the hands of women who need it most.



### Results:


- 17% increase in calls to the crisis line
- 66% increase in shelter occupancy
- 2 million online impressions to raise awareness for intimate partner violence

## Our Gratitude

### A message from Interval House

We are truly honoured for the continued partnership and support from FRPO and its membership. To date, you have raised over \$700,000.00 for our innovative, specialized services that help women survivors of intimate partner violence and their children transform their lives and break the cycle of abuse.

For many of you, your investment extends beyond financial aid including providing rental units at rent-geared-to-income options, employment opportunities and much more. We are so grateful for all you do for Interval House.



**Interval House**  
is providing  
another  
**safe**  
**place.**

INTERVAL  
HOUSE

**Here's how we've remained free of COVID-19.**

- All women at Interval House have access to testing and vaccines
- Rigorous cleaning standards in place
- Private living spaces for women and families



## LET'S BUILD ONTARIO

As we are coming out of the pandemic, many Ontario residents are still calling for solutions to the housing crisis. As Ontario, like the rest of Canada, is working to fight inflation and increasing prices due to a few global and national issues, the housing crisis is still prevalent. The Federation of Rental-housing Providers of Ontario (FRPO) and its members are working to find solutions to help create more affordable, quality housing for the residents of Ontario.

FRPO launched the campaign about a year and a half ago with an initial, overarching goal of raising awareness about the rental housing market and ensuring that rental-housing providers and tenants have the resources they need to better communicate with each other and other key players in the housing industry. However, the pandemic has highlighted that we need to do more. Ergo, Let's Build Ontario is a campaign focused on increasing the current stock of housing in Ontario to help close the gap between supply and the increasing demand.

According to the Ontario Housing Affordability Task Force report, Ontario needs to build 1.5 million homes over the next 10 years to ensure that the gap does not get wider. This is why FRPO and its members are working to help make sure that we construct more homes for people now so that future generations do not have to struggle with the basic need of shelter.

As one activist stated in a survey, we sent out asking about supporters' thoughts on how to fix the housing supply issue in Ontario, "Housing supply in Ontario is not meeting the growing population". That is why we are continuing our mobilization efforts by having the 2,774 supporters send emails to Members of Provincial Parliament calling for the creation of more supply in Ontario. We also look to engage with unconventional stakeholders who are affected by the crisis and look to our strong activists and FRPO members to add their testimonials on the housing supply crisis. Additionally, we are asking our activists to take a survey on policies to gauge how their perspective has changed on the housing crisis. These efforts, among others, are all leading up to the provincial election and the municipal election to ensure that new governments continue working towards the creation of new supply. It is only when tenants, rental-housing providers, and all levels of government work together that we will be able to see a change in the housing market.

To join our campaign, or for more information on it, learn more at our website at <https://letsbuildontario.ca/>. You can also visit our social media sites on Twitter, Facebook, LinkedIn and Instagram. If you have a minute, please consider sharing this campaign with your platform, friends and family because everyone needs to work together so we can build Ontario.



## FRPO Board of Directors

### Chair

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Osgoode Properties Ltd.

**Patrick Eratostene**  
Greenwin Corp

**Paul Baron**  
Minto Apartment REIT

## FRPO Staff



**Tony Irwin**  
President & CEO



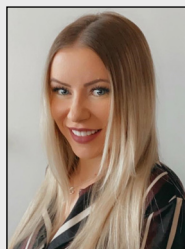
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Regulatory Affairs



**Lynzi Michal**  
Director, Membership &  
Marketing



**Ted Whitehead**  
Director, Certification



**Chloe Hill**  
Manager,  
Communications



**Laurie Cooper**  
Director, Finance &  
Corporate Affairs



**Lechelle Cohen**  
Executive Assistant/  
Administrative  
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

### Become a member.

Visit [www.frpo.org](http://www.frpo.org) or email [membership@frpo.org](mailto:membership@frpo.org) for more information.

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



Federation of Rental-housing  
Providers of Ontario