



Federation of Rental-housing
Providers of Ontario

2024 ANNUAL REPORT

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.



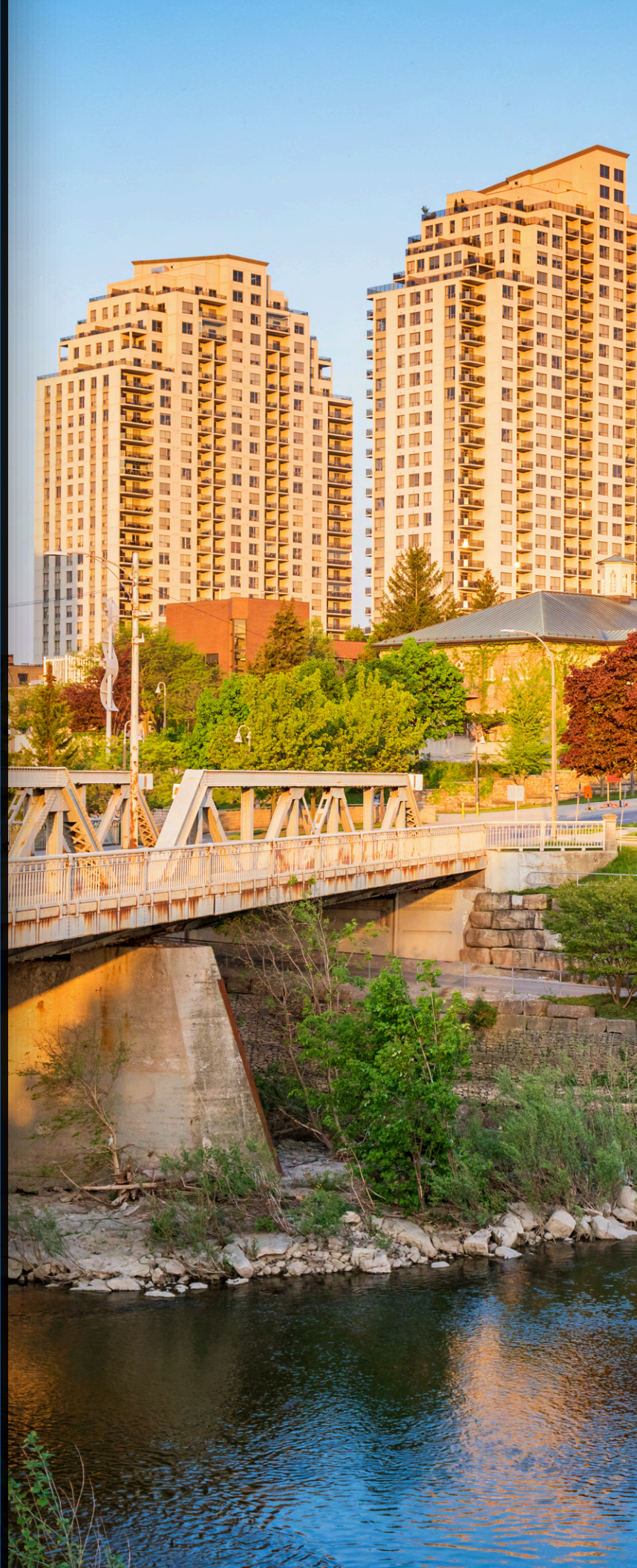
SCAN ME

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

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CHAIR'S REPORT

JASON ASHDOWN

Steering a Steady Course in a Changing Landscape

As I write this I am reminded once more that our industry is the foundation of a thriving Ontario, providing quality homes for millions across the province. We are more than bricks and mortar; we are the cornerstone of communities, the places where families build lives, dreams take root, and neighbors connect. This is a profound responsibility, and one I have repeatedly seen us embrace with unwavering commitment. We have shown time and again that we are a resilient industry, united by our shared purpose and our dedication to the communities we serve.

The road ahead may be challenging. The economic headwinds, intensified by the impact of tariffs, will undoubtedly test our resolve. Rising costs, market fluctuations, and regulatory complexities create a demanding environment for both our members and the residents who rely on us for safe, quality housing. But it is precisely in these moments of challenge that our industry's true character shines through. We are at our strongest when faced with adversity, because adversity reveals not just our resilience, but our unwavering commitment to one another and to our residents.

This is not simply about navigating a difficult market; it's about playing our part to ensure a stronger, better Ontario and Canada. It's about ensuring that families have a place to call home, regardless of economic fluctuations or external pressures. It's about coming together as a community, sharing resources, supporting one another, and finding innovative solutions that protect the well-being of our residents and the stability of our industry.

I have absolute faith in the collaborative spirit and deep sense of responsibility that defines our membership. We will face these challenges not as individuals, but as a united front, drawing strength from our shared purpose.

You can be sure that FRPO is here to support you every step of the way along that path. We are your advocate, your resource, and your partner. We will continue to fight for policies that promote a healthy and balanced rental housing market, and we will champion the interests of our members and the residents they serve. We will be your voice in the halls of government, ensuring that decision-makers understand the vital role our industry plays in Ontario's economic and social fabric.

And while challenges abound, so too do opportunities. Adversity breeds innovation, forcing us to adapt, evolve, and find new ways to strengthen our industry and better serve our communities. We are excited about the opportunities that lie ahead, and we are confident that together, we can not only weather whatever comes, but emerge stronger, more resilient, and more united than ever before.

Thank you for your continued dedication, your unwavering commitment, and your belief in the power of our community. Together, we will build a brighter future for rental housing in Ontario. We will ensure that everyone has a place to call home.

All the best,

R. Jason Ashdown
Board Chair, FRPO

PRESIDENT'S COLUMN

TONY IRWIN



Building Partnerships for a Stronger Rental Housing Sector

As we look back on the past year, I'm consistently impressed by the dedication and resilience of FRPO's members. Your commitment to providing quality rental housing is the cornerstone of our collective success. 2025 presented both opportunities and challenges, and I'm proud of how our organization has navigated this dynamic landscape.

Building strong partnerships has been a key focus this year. We recognize that collaboration is essential to addressing the complex challenges facing our industry and creating a more vibrant and sustainable rental housing market. We've worked closely with policymakers at both the provincial and federal levels to advocate for solutions that increase rental housing supply and affordability. These partnerships are crucial to ensuring that the voices of our members are heard and that policies reflect the realities of the rental market. We've also continued to push for improvements to the Landlord and Tenant Board, advocating for streamlined processes and faster resolution times. These efforts contributed to the passing of important legislation by the Ontario government, such as the Cutting Red Tape, Building Ontario Act, which committed to further reducing backlogs at the LTB among other measures aimed at reducing red tape.

Beyond government relations, we've actively sought opportunities to engage with other stakeholders in the housing sector. I had the privilege of participating in several key events this year, including the Toronto Region Board of Trade's Government Relations Roundtable, Broken Budgets Symposium and Housing Symposium, where I delivered the keynote address calling for streamlined approval processes for infill developments and a reduction in development charges on new purpose-built rentals.

Earlier in the year, I participated in the Ontario Non-Profit Housing Association's Building Bridges conference, where we discussed strategies for increasing affordable housing options and building meaningful partnerships. These engagements have allowed us to share our perspective, learn from others, and build stronger relationships across the housing sector.

One such important relationship that I am proud to highlight is our partnership with Interval House, an organization dedicated to helping women affected by domestic violence. Through the combined efforts and generosity of all FRPO members, this year we celebrated a significant milestone, with our collective contributions having now surpassed \$1 million, demonstrating our commitment to the well-being of our communities.

This commitment was further underscored by the expansion of our Certified Rental Building Program to New Brunswick, expanding its national presence and bringing this valuable program to a new province.

Looking ahead, we are eager to continue our collaborative work with all stakeholders. We look forward to continuing our cooperation with the newly re-elected Ontario government and to building strong partnerships with the new federal government.

We will prioritize initiatives that encourage the development of new rental units, streamline regulations, and create a more balanced and sustainable rental market. We are confident that by working together, we can achieve meaningful progress and ensure that Ontario's rental housing sector continues to thrive.

Warm regards,

Tony Irwin
President and CEO, FRPO

POLICY AND ADVOCACY

FRPO continued to advance the rental housing sector's interests through ongoing advocacy on our priorities, responding to government initiatives, and continuous engagement with key government officials including roundtables with the Minister of Municipal Affairs & Housing and the Attorney General of Ontario.



Landlord & Tenant Board

As always, FRPO advocated for more streamlined operations at the Landlord and Tenant Board (LTB). The focus of 2024 was monitoring timelines and ensure recent investments by the Ministry of the Attorney General led to measurable changes on the ground. We saw the case mix shift from what used to be approximately 80% non-payment of rent to 50% non-payment of rent.

Both the number of hearings and cases resolved increased in 2024. Hearings scheduled went from 76,000 in 2023 to 109,000 in 2024 and 106,000 cases were resolved last year, marking the single highest number in LTB history.

FRPO conducted surveys to track timelines for various stages in the process including application to hearing, hearing to order, and order to enforcement. Overall timelines for the entire process – from application to enforcement – declined from 12.1 months in 2022 to 6.2 months by the end of 2024. We saw timelines decrease by 50% or more for the first two stages, but the timeline for order to enforcement did not show much improvement. FRPO will continue to focus on LTB improvements, with extra attention to how the latter stages of the process can be accelerated.

Property Taxation

Reducing the burden of property taxes on purpose-built rental buildings is an ongoing priority for the association. We continued our advocacy with the Ministry of Finance in 2024 and were able to secure changes that allow municipalities to further reduce property taxes for rental buildings. These include:

1. Allowing municipalities to offer a reduced property tax rate on new multi-residential properties, even lower than the residential rate.

2. Allowing municipalities to create an optional subclass for affordable rental housing that unlocks a further reduction in property taxes for those units.

'Use it or Lose it' Policy

In early 2024, the Ministry of Municipal Affairs & Housing indicated that it intended to proceed with a policy framework that would result in developers losing approvals if they did not proceed with a development within a specified period of time. The concept was problematic as market conditions determined when a project could proceed, something not in the control of the development sector.

To ensure the policy framework did not further jeopardize an already strained environment to build housing, FRPO took a leadership role on the issue by commissioning research and convening a group of impacted stakeholders. FRPO was able to advance a position that re-directed the 'use it or lose it' concept from zoning approvals to the allocation of water and wastewater capacity. The government proceeded with such a framework in legislation that followed, minimizing any negative impact on the sector.

Housing Legislation

In 2024, the government also passed new housing legislation, Bill 185, Cutting Red Tape to Build More Homes Act. Key measures included:

- Removing minimum parking requirements from all Major Transit Station Areas
- Further limiting third party appeals on privately initiated applications
- Removing mandatory pre-application consultations

In addition, previously passed provisions that created exemptions from municipal development-related charges for affordable housing, inclusionary zoning and attainable units were proclaimed in 2024.

CANADIAN CERTIFIED RENTAL BUILDING PROGRAM

In 2024, the Certified Rental Building™ (CRB) Program continued to set the benchmark for professionally managed, high-quality, and sustainable rental housing.

With a focus on resident well-being, operational excellence, and environmental performance, the program supports members in delivering well-run, well-managed, well-maintained, and sustainable communities across Canada.

Now active in six provinces, CRB expanded its reach with a successful launch in New Brunswick through a partnership with Killam Apartment REIT. We also welcomed Dream, which certified 12 buildings, including the first CRB-Certified™ properties managed by third-party firms—Signet Group, Rhapsody Property Management, and Cogir Real Estate—highlighting the program's flexibility and growing national relevance.

More than 900 properties are now CRB-Certified™ across the country.

In 2024, Dilan Cetinkaya joined FRPO as Director of Certification, bringing sustainability expertise and a renewed focus on program innovation, national expansion, and member support.



As a GRESB Industry Partner, the CRB Program is committed to helping members meet evolving ESG expectations. GRESB will be updating how certifications are scored, with changes announced in 2026 and in effect for the 2027 reporting year. CRB will be updated accordingly to ensure continued alignment and recognition. Members like Hazelview Properties, which earned the #1 ranking in its peer group in the 2024 GRESB Real Estate Assessment, demonstrate how strong operational practices and third-party certifications can drive performance.

CRB certification offers members a practical framework to improve building operations, reduce costs, and meet sustainability goals. It supports energy and water efficiency, proactive maintenance, and regulatory compliance—while boosting resident satisfaction, brand value, and investor confidence. Aligned with industry best practices, CRB helps protect assets, enhance performance, and build stronger, more inclusive communities.

As demand grows for high-performing, trustworthy rental housing, the CRB Program remains a powerful tool to demonstrate leadership and deliver meaningful value. By raising the bar for housing quality and sustainability, CRB-Certified™ communities help create places people are proud to call home.





Celebrating the Winners of the 2024 FRPO MAC Awards

For over two decades, the MAC Awards have honoured the leaders of the apartment industry and their commitment to best-in-class rental accommodations. Through their dedicated teams and innovative spirits, MAC Award winners bring their newest project efforts and ideas to life. The 2024 event saw over 1,200 guests in attendance to celebrate this year's achievements.

For more information, visit frpomacawards.com.

Best Property Management Website

DBS Developments - www.belasquare.ca

Best Advertising Campaign

The Daniels Corporation & Choice Properties
Change the way u. rent

Social Media Award of Excellence

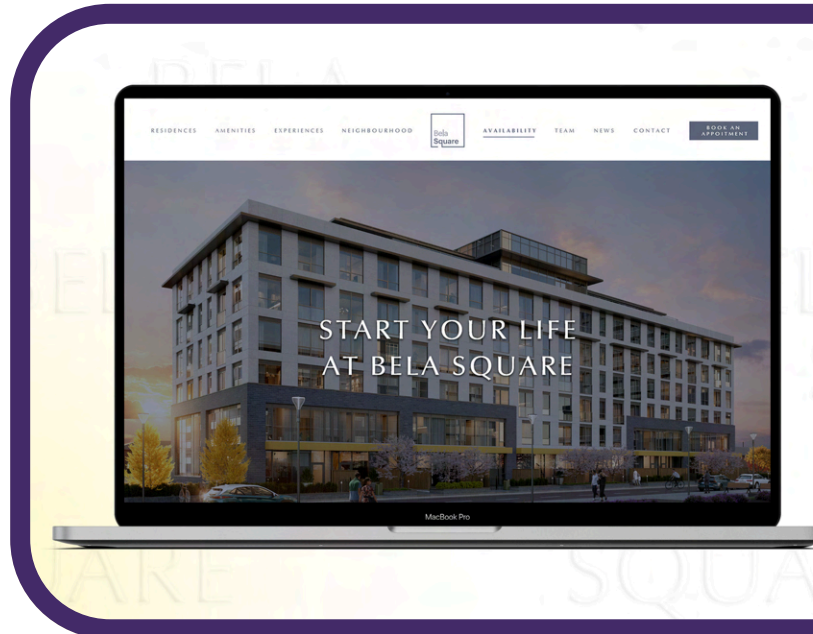
Fitzrovia - Elm-Ledbury

Best Curb Appeal

Dream - The Residence at Weston
33 King St, York, ON
Contractor: Lincoln Construction Group

Best Amenities - New Development

Fitzrovia - Elm-Ledbury



Best Amenities Renovation

Maddox by Fitzrovia - Maddox Sherbourne

Best Lobby Renovation of the Year

Maddox by Fitzrovia - Maddox Sherbourne

Best Suite Renovation of the Year Under \$40,000

QuadReal Property Group - Widdicombe Place, Etobicoke, ON
Contractor: Seasons Colours

Best Suite Renovation of the Year Over \$40,000

QuadReal Property Group - 15 & 245 Lena Cres, Cambridge, ON

**Rental Development of the Year
200 Units or Less**

BlueStone Properties - 101 Base Line Rd W,
London, ON

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

RioCan Living & Rhapsody Property
Management Services
FourFifty The Well, Toronto, ON

Environmental Excellence

Skyline Group of Companies

**Community Service Award of Excellence
Rental Housing Providers**

Skyline Group of Companies

**Community Service Award of Excellence
Supplier Members**

Yardi



Customer Service Award of Excellence
Fitzrovia

Company Culture Award of Excellence
Minto Apartments

Leasing Professional of the Year
Wendy Roberts - Sifton Properties

Property Manager of the Year
Izabela Konopka - The Daniels Corporation

Resident Manager of the Year
Vesna Mikic - The Tricar Group

The Impact Award
Dream Ltd., Kilmer Group & Tricon Residential
The Affordable Housing Program Initiative
at Canary Landing



Lifetime Achievement Award
Margaret Herd - Park Property Management



MEMBERSHIP EVENTS & ACTIVITIES

FRPO takes great pride in bolstering Ontario's rental housing sector via a spectrum of educational and networking initiatives.

Our association provides FRPO members with opportunities to deepen their industry insights, stay on top of legal and regulatory shifts, and cultivate fresh competencies. In addition, our networking events offer industry professionals a forum to forge connections, exchange ideas, and foster collaborations.



In 2024, FRPO hosted several educational events including:

- Residential Tenancies Act Legal Sessions
- CMHC Rental Market Survey Breakfast
- Financing for Construction and Repair in Multifamily Buildings
- Incentives for Energy Efficient Upgrades



IN THE COMMUNITY

Ensuring that we get involved and give back to the communities we operate in is paramount for rental housing providers. Our members embrace this responsibility, engaging in diverse community projects and initiatives.



FRPO proudly supports Interval House through our annual Charity Golf Classic, raising over \$1,000,000 over the past 16 years.

Our members support Interval House through a range of meaningful initiatives, including housing assistance, generous donations of equipment and services, and holiday contributions. They also volunteer their time both on-site at Interval House and during its events.

We're proud that our members help raise awareness about intimate partner violence by sharing e-communications with their residents and displaying informative posters in common areas of their buildings. Together, we can truly make a difference in our community.



Tony Irwin, FRPO, and Lesley Ackrill, Interval House

Our Annual Women's Luncheon featured powerful speakers from Victim Services Toronto, who shed light on the realities of human trafficking. It was an eye-opening and impactful experience that deepened our understanding and strengthened our resolve to support prevention efforts within our industry and beyond. Members left the luncheon with tools and resources to help spread awareness in the communities they manage.



Jasminder Sekhon and Kaitlin Bick, Victim Services Toronto

LET'S MAKE A WORLD *of Difference*

TAKE A PLEDGE FOR EARTH DAY » crbprogram.org/earthday

In recognition of Earth Day, we reaffirm our commitment to Environmental, Social, and Governance (ESG) principles. ESG is more than a framework—it reflects our dedication to sustainability, responsible business practices, and contributing to the well-being of our communities. Through thoughtful decision-making and collective action, we strive to create long-term value while supporting a more sustainable and equitable future for generations to come.

PUBLIC RELATIONS CAMPAIGN

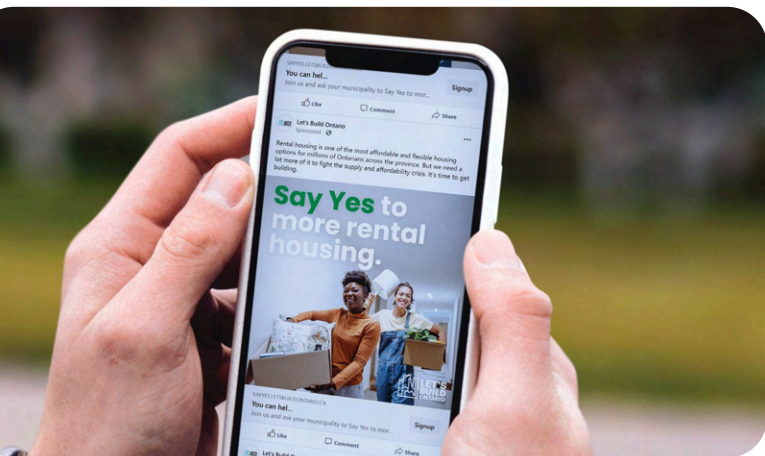


Doing Our Part to Build Ontario

Last year, Ontario's housing crisis continued to intensify, with rental demand far outpacing supply across nearly every region. In response, the Let's Build Ontario campaign continued to position itself as a leading voice, advocating for practical, common-sense solutions that all levels of government need to take so that more purpose-built rental housing is brought online.

By the time the campaign's Say Yes! digital ad cycle ended, nearly 1,900 personalized emails were sent, and 800 new supporters joined the Let's Build Ontario campaign. This grassroots mobilization effort to recruit and encourage Ontarians to email their local municipal councils and demand action sent a clear message: Communities across Ontario are ready for solutions – and ready to Say Yes!

As the year continued to evolve, so too did the campaign. A refreshed visual identity was introduced across social media channels to ensure campaign content remained engaging and impactful.



letsbuildon

Ontario needs more homes.

It's time to

SAY YES



The campaign also deepened its focus on LTB delays, elevating them as a critical issue that affects both rental housing providers and residents. Ongoing delays create uncertainty – often unsafe environments for rental-housing providers and residents alike – and are a core side effect of the housing crisis that must be solved. This focus, coupled with FRPO's continued government relations efforts led to steps by the Ontario government to speed up processing times at the LTB as part of their red tape reduction measures.

To further strengthen messaging and broaden understanding of the sector, the campaign launched Member Story Mondays – a series of new content across social media channels and the campaign website that spotlights the everyday positive impacts FRPO members have in their communities. These personal, authentic stories consistently deliver some of our highest engagement and have been vital in countering negative perceptions of the sector and showing the real face of Ontario's professional rental-housing providers.

Looking ahead, Let's Build Ontario will be continuing to put a face to the sector through the stories of members, leveraging its supporters to advocate for solutions from all levels of government, and working with members to help promote the campaign through organic channels.

Let's Build Ontario is more than just a campaign—it's a growing movement. Together, we are saying yes to solutions. Yes to housing. Yes to Ontario.

FRPO TEAM MEMBERS & BOARD



Tony Irwin
President & CEO



Laurie Cooper
Director, Finance &
Corporate Services



Lynzi Michal
Director of Membership
& Marketing



Dilan Cetinkaya
Director of Certification,
Canadian CRB Program



Ashley Peroff
Manager, Events &
Member Services



Melanie David
Executive Assistant to the
President & CEO /
Administrative Coordinator



BOARD OF DIRECTORS

Chair:

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Skyline Group of Companies

Vice-Chair:

1st Chair: Gloria Salomon,
DBS Developments

2nd Chair: Alf Hendry,
Homestead Land Holdings

Past Chair:

Allan Drewlo,
Drewlo Holdings

Directors:

Ugo Bizzarri, *Hazelview Properties*

Kris Boyce, *Signet Group*

Paul Chisholm, *Berkley Property Management Inc.*

Larry Greer, *CAPREIT*

Ruth Gabel, *Morguard Corporation*

David Hordwood, *Effort Trust Company*

Ken Kirsh, *Sterling Silver Development Company*

Gary Lee, *BentallGreenOak*

Lutz Loetgers, *Park Property Management Inc.*

Colin Martin, *Realstar Management*

Mike McGahan, *InterRent REIT*

Brent Merrill, *MetCap Living Management Inc.*

Allan Weinbaum, *WJ Properties*

Geoff Younghusband, *Osgoode Properties Ltd.*

Paul Baron, *Minto Apartment REIT*

Josh Giancola, *Oxford Properties*

WHO WE ARE

Since 1985, the Federation of Rental-housing Providers of Ontario (FRPO) has been the voice of Ontario's multi-family industry and the leading advocate for strong and stable rental housing. The Federation of Rental-housing Providers of Ontario is the largest association in Ontario representing those who own, manage, build, finance, service, and supply residential rental homes.

We have led the rental housing industry in Ontario for over 35 years, offering public advocacy, conducting industry research, setting high standards, and promoting best practices as well as providing education to industry professionals. Our membership includes a diverse group of rental property owners and managers, from those with one small building or a single rental unit, up to the largest property management firms and institutional owners.

Today, FRPO represents more than 2,200 members who own or manage over 350,000 households in every area of Ontario.

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 Ontarians.
- Protecting the rights of private sector landlords and property managers while working to create conditions that support more rental housing supply.
- 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 well-maintained rental accommodation.

BECOME A MEMBER

For more information visit www.frpo.org or email membership@frpo.org

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