

2019

ANNUAL REPORT



Federation of Rental-housing
Providers of Ontario

www.frpo.org



FACING UNCERTAINTY

The message I wrote last year in FRPO's 2018 annual report was entitled "What a difference a year makes." And while it's true that a lot happened in 2018 that had a direct impact on the rental-housing sector — including the election of a new provincial government — it's hard to imagine more immense changes to how we live and work than what's occurred in the first few months of 2020.

The global coronavirus pandemic has literally shut down the world, and it's had a particularly dramatic impact on the rental-housing industry. As I write this, residential property owners and residents alike are continuing to grapple with this new normal. FRPO has been proud to be shining a guiding light for rental property owners during this difficult time, as well as showcasing all the amazing collaboration that's happening between rental property owners and residents.

FRPO is continuing to work tirelessly to ensure rental property owners are well-represented at Queen's Park. That's because government relations have always been FRPO's most critical function. We work hard to advocate for our members when it comes to the policy regime they're operating under. Our efforts are particularly critical right now, and we're being heard at the provincial legislature.

Since the 2018 election, FRPO has forged a true partnership with the government. And throughout 2019, FRPO further strengthened those ties. We built on our relationship by answering the call for submissions after the Ford government launched its Housing Supply Action Plan consultation process. Our input helped shape Bill 108, also known as the More Homes, More Choice Act, and we're continuing to work with the government as it finalizes regulations to support the bill.

We also won an exemption from rent control provisions for all new housing units first occupied after mid-November 2018.

We're continuing to raise the need for the government to make changes to the Residential Tenancies Act, and particularly the Landlord Tenant Board, and we hope those discussions become more focused once the pandemic crisis has passed, with legislation to follow.

For much of 2019, we also reached out to Opposition MPPs at Queen's Park to educate them on FRPO and discuss issues impacting the rental-housing industry.

What's more, we recommended the government formalize regulations that would result in reduced approval times for rental-housing developments, greater transparency and more fairness to municipal fees and charges.

By year's end, our annual MAC Awards gala broke yet another attendance record as 1,200 industry professionals gathered to celebrate the "best in the biz." The awards highlight innovation, commitment to quality and everything that goes into promoting the brand of rental housing. We were also honoured to present Mr. A. Britton Smith of Homestead Land Holdings with the 2019 Lifetime Achievement in recognition of his many accomplishments and philanthropic endeavors.

Providing educational opportunities and ensuring our members have the most up-to-date information and resources is very important to us. Our legal seminars continue to be well attended and demonstrate the industry's commitment to professionalism. Our corporate sponsorship program is critical in allowing us to provide a variety of sessions both in person and remotely to our members throughout the province. We are deeply appreciative of their consistent support of FRPO and our industry.

Our members, in fact, are what inspire and motivate us here at FRPO. While 2020 will clearly be the most challenging year in our existence, we'll do whatever it takes — and what we've always done — to ensure our membership's interests are front and centre in everything we do. Godspeed.

ADVOCATING FOR YOUR INTERESTS

The past year was a jam-packed one here at FRPO, though we could have scarcely imagined what lay in store for us in the first quarter of this year, as a global pandemic literally shut the world down. As I write this, schools, industries, sports leagues, entertainment and cultural events, as well as businesses big and small, have all ceased operating in a manner so sudden and complete it would have been unfathomable as 2019 drew to a close.

Nonetheless, even as we all grapple with this temporary new reality, it's important to look back on what we achieved and the progress we made in 2019 on behalf of our members, particularly at Queen's Park. In fact, the time and efforts we invested in 2019 to become a trusted partner to the Ontario government will continue to serve us well in the uncertain weeks ahead.

In late 2018, after the Ford government launched its Housing Supply Action Plan consultation, FRPO responded with a comprehensive submission that focused on the government's five pillars: Speed, Mix, Cost, Rent and Innovation. All of this culminated in Bill 108, known as the More Homes, More Choice Act.

Since then, FRPO's approach to government relations has been aimed at securing broad reforms. Our biggest win was the exemption from rent control for all new units first occupied after Nov. 15, 2018.

OTHER WINS INCLUDE:

- The elimination of Section 37 of the Ontario government's Planning Act
- The return to old Ontario Municipal Board rules that give a provincial tribunal the power to override municipal decisions on housing developments
- Increased resourcing for the Local Planning Appeal Tribunal (LPAT), the former Ontario Municipal Board
- A freeze in development charges (DCs)
- A DC deferral option
- Limiting inclusionary zoning

In July, the Ministry of Municipal Affairs & Housing sought comment on proposed regulations relating to transition rules for changes to the LPAT as well as changes to DCs.

FRPO urged the government to formalize regulations that would lead to significantly reduced approval times for rental housing developments, greater transparency and more fairness to municipal fees and charges.

An additional win was achieved in November's Economic Outlook and Fiscal Review, which contained important clarifications about the province's new community benefit charge provisions. Thanks to our hard work, the Plan to Build Ontario Together Act now includes a mechanism to appeal a municipality's community benefits charge bylaw to the LPAT.

In October, we hosted our annual United States Housing Tour. The event provides a great opportunity for our members to visit an American city and learn about a different rental market. We travelled to Washington, D.C., where we took in the rich history of Capitol Hill and toured some amazing properties in the city.

Also in 2019, FRPO commissioned Urbanation to provide an update on the rental-housing supply gap and identify existing sites that could, with the right policy encouragement, support infill development. We call these unicorn sites and you can expect to hear more about them in the months ahead.

We also spent time throughout all of 2019 reaching out to Opposition MPPs at Queen's



Park to educate them on FRPO and discuss the issues impacting the rental housing industry. This work culminated with our Queen's Park Lobby Day in December, where we met with Hon. Steve Clark, Minister of Municipal Affairs & Housing, MPP Parm Gill, Parliamentary Assistant for Housing, and other members of the legislature from all parties.

SO WHAT ELSE IS AHEAD FOR THE REST OF 2020?

In addition to continuing our tireless efforts to ensure residential property owners emerge relatively unscathed from the COVID-19 shutdown, we'll continue working with the provincial government to identify specific policy actions that could incentivize the construction of new rental units throughout Ontario. We also expect the government to make reforms to the Residential Tenancies Act and Landlord and Tenant Board, something FRPO has been calling for since this government was elected.

And we'll continue to press for long overdue reforms that will improve the operating climate for landlords, including increasing the capital cost allowance rate and allowing CRA deductions against other income, for example.

These changes would undoubtedly stimulate new investment in purpose-built rental housing, something Canadians both want and need.

I thank you for your continued support, and rest assured during this difficult year that you're served by an experienced, dedicated team of professionals that I'm proud to lead. We're here for you, and advocating for your interests is our mission and our passion.

2019: DEVELOPMENT IN FOCUS

2019 was a good year for the industry, and can be referred to as the “Year of the Development”. Minister Clark’s Housing Supply Action Plan consultation wrapped up in January and on May 2nd (my fourth day at FRPO) **Bill 108, the More Homes, More Choice Act** was tabled in the Legislature. FRPO participated in technical briefings to properly inform members as to the impacts and provided formal input to Standing Committee on Social Policy based on member feedback. After the bill’s passage in June, we secured multiple meetings with Ministry staff with respect to the regulations.

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In July, FRPO board members hosted a meeting with Minister Clark at the headquarters of CAPREIT, where practical considerations for the development of regulations were presented. In September, some sections of the bill pertaining to the *Planning Act*, which (a signature item among the changes) brings back the planning appeal framework as it existed under the Ontario Municipal Board, came into force. The development charge freeze took effect on January 1 of this year, and as I write this update, the community benefits consultation period has just ended.

Throughout 2019, FRPO engaged elected officials and staff from all 4 parties on the issue of meaningful Landlord and Tenant Board reform. On December 9th, FRPO Board members and staff descended on Queen’s Park for our Advocacy Day and reception, highlighting our industry’s issues and contributions.

On the eve of COVID-inspired stay-at-home advice from medical professionals, Minister Clark tabled **Bill 184, the Protecting Tenants and Strengthening Community Housing Act**. The legislation aims to improve the relationship between good rental owners and good residents. Key changes include:

- Allowing landlords to recover costs for certain tenant misconduct (like a tenant unreasonably pulling a fire alarm)
- Landlords will be able to seek compensation for unpaid utilities, rent and/or damages from current or former tenants—these disputes would be handled by the Landlord and Tenant Board and not Small Claims Court
- Not having to return to the LTB for an eviction due to a breached repayment agreement
- Ending ambush complaints (often without evidence) at eviction hearings

Rental-housing providers are being put to the test during this unprecedented Coronavirus pandemic. I want to thank all of our industry’s frontline workers for the sacrifices they have made. While your contributions often do not make headline news, know that your efforts have not gone unnoticed.

When the crisis subsides and we begin to return to “normal”, FRPO will be ready to advocate for a better operating environment—fundamental to that being a properly resourced LTB.



CERTIFIED RENTAL BUILDING PROGRAM



In 2019, FRPO's Certified Rental Building Program (CRBP) saw the implementation of a number of key initiatives aimed at re-positioning its industry accreditation program for the next decade. A new marketing approach has been introduced aimed at strengthening the program's message to the public that CRB-approved buildings offer "the Very Best in Apartment Living" while promoting members as professional property management organizations.

To support this initiative, the redesign of the CRB website and social media strategy was completed in December. Going forward it will provide ON and B.C. renters with enhanced apartment living search capabilities and will drive more lead generation opportunities to participating members.

A new CRBP Resident Satisfaction Survey (AVRS) program was introduced with over 75 individual properties participating throughout the year. The goal of this program is to provide members with third-party initiated direct resident satisfaction feedback on what it is like to live in CRB-approved buildings. Participating properties are provided an overall Average Resident Satisfaction Score every two years.

CRBP also overhauled the program's Standards of Practice and completed the inclusion of its new State of Condition requirements as a formal part of its audit practices. A new automated auditing approach was successfully implemented

providing member with enhanced reporting. Many CRBP members took advantage of the enhanced risk assessment approach with a result that over 400 properties were inspected and re-certified during the past year.

As the threat of increased licensing of the industry grows, we are at a crossroads where our industry needs to bring a clear differentiation that not all landlords are the same or should be lumped into one group. FRPO's CRBP continues to offer a critical marketplace distinction that its members represent professionally property management entities with effective policies & practices that provide rental-housing consumers with good value and caring.

CRBP continues to demonstrate our industry's corporate sustainability commitment while providing Ontario & B.C. renters with the advantage of comfort, safety, and protection that comes from living in professionally managed apartment buildings.



FRPO 2019
MAC
AWARDS

RECOGNIZING RENTAL HOUSING EXCELLENCE

A look back at our 2019 award winners

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Lifetime Achievement Recipient

A. Britton Smith
Homestead Land Holdings Limited

Best Property Management Website

Rhapsody Property Management Services
in Partnership with Riocan Living
www.eentralliving.com

**Advertising Excellence
for a Single Campaign**

Hollyburn Properties Limited
#MyHollyburn

Advertising Excellence – Social Media

Hollyburn Properties Limited

Best Lobby Renovation

Starlight Investments
1475 Bloor Street, Mississauga

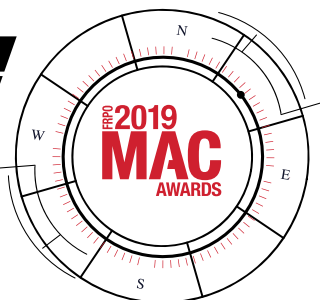
Best Curb Appeal

DMS Property Management
145 Wellington St West, Aurora

Best Suite Renovation under \$20,000

QuadReal Property Group
6550 Glen Erin Drive, Mississauga

**MISSION
POSSIBLE**





Best Suite Renovation over \$20,000

Minto Apartments
61 Yorkville Avenue, Toronto

Rental Development of the Year

Tricon Capital Group and OP Trust
The Selby: 25 Selby Street, Toronto

Amenities Excellence

Rhapsody Property
Management Services
25 Montgomery Avenue, Toronto

Outstanding Community Service

Greenrock Real Estate Advisors

Environmental Excellence

Sifton Properties Limited

Leasing Professional of the Year

Laura Bkhet – MetCap Living

Property Manager of the Year

Gemma Melchior – Melchior Management
777 Corporation

Resident Manager of the Year

Laura McNabb- Skyline Living

Customer Service Award of Excellence

Oxford Properties Group

Company Culture Award of Excellence

Greenrock Real Estate Advisors

**Marvin Sadowski Memorial Award
for Certified Rental Building Member
of the Year**

Melchior Management 777 Corporation



CONNECTING & ENGAGING

FRPO member events bring industry professionals together to share, learn and connect through education and networking sessions. Our events create valuable opportunities for members to stay up-to-date on important issues, regulations and best practices.



RTA RESIDENTIAL TENANCIES ACT SEMINARS

These half-day refresher seminars are presented by experts in Landlord-Tenant law and focus on a variety of legal and legislative topics. These sessions help our members navigate their rights and responsibilities in a highly regulated operating environment. FRPO's 2019 RTA Seminars were held in Toronto, Ottawa, Hamilton and London with over 650 participants.

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 250 members. The 2019 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 to meet rising demand for rental housing.

WASHINGTON HOUSING TOUR

The 8th annual FRPO Housing Tour took place in October in Washington, DC. This popular event provided over 40 attendees with the opportunity to learn about the latest trends and experiences in the Washington rental housing market from local operators and owners. FRPO members were also pleased to network with representatives from the National Apartment Association, Canadian Federation of Apartment Associations, Greater Toronto Apartment Association and the Apartment and Office Building Association of Metropolitan Washington.





WOMEN IN RENTAL HOUSING

The FRPO annual Women in Rental Housing luncheon continues to be one of our most popular events. The 7th annual luncheon was held at the Old Mill Inn with over 300 women in attendance. This event addresses the challenges women face in the workplace and provides advice to women on achieving their professional goals. This year's event included Francine Moore of Homestead Land Holdings and Emily O'Brien, Founder of Comeback Snacks.

FRPO WEBINARS

Webinars are a valuable source of information and education for FRPO members located throughout the province. They allow members to access educational resources and participate regardless of geography. In 2019, FRPO held webinars on topics such as the Residential Tenancies Act and legal sessions, Government Relations updates, incentive programs and more.



2019 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 \$67,000 to Interval House which will directly assist women and children fleeing domestic violence. FRPO is proud to support Interval House's efforts in providing shelter, counseling and innovative programming to women in need.

MAKING A DIFFERENCE TOGETHER

As usual, our 2019 community outreach initiatives delivered great results. Here is a summary of our latest charitable efforts:

SPRING HOPE FOOD DRIVE

Each April, FRPO organizes the province-wide Spring Hope Food Drive in conjunction with our regional associations. This initiative allows residents and housing providers to work together to help those less fortunate. This is one of the largest food drives in Canada, and in 2019 we collected 450,000 pounds of food for food banks in 40 communities. Over 2,500 property management staff, volunteers and residents helped collect food from over 2,500 apartment buildings over the course of one evening and deliver them to local food banks.

INTERVAL HOUSE

FRPO and its members are proud to be making a difference in the communities we work and live. For over a decade, FRPO has worked closely 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. Since 2007, FRPO has raised over half a million dollars which enables the shelter to continue their programs and introduce new services.

COMMUNITY EVENTS

Second Annual - The Taste of Jane & Finch

Hosted by FRPO Member Greenwin Corp, this event showcased a number of local artists and featured a number of multicultural food trucks offering dishes from around the world. Funds raised at the event will support the San Romanoway Revitalization Association (SRRA), a non-profit organization that focuses on nurturing the positive qualities of the neighbourhood.

Greater GTA – Annual Resident Appreciation BBQ Events

FRPO/CRB attended and participate in over 60+ events during the spring to fall time period at member buildings. The CRB event tent was always a huge center of attraction as residents were eager to obtain our environmental giveaway – “eco-friendly reusable straws” as well as enter in a draw for a number of child- and adult-friendly giveaways. Through our ballot-entry survey process we were also able to collect vital survey information for participating members on how residents view living in their CRB-approved communities.



FRPO BOARD OF DIRECTORS

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Park Property Management Inc.

Vice Chair

Ken Kirsh
Sterling Silver Development Company

Directors

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Skyline Group of Companies

Ugo Bizzari
Timbercreek Asset Management

Kris Boyce
Greenwin Corp.

Paul Chisholm
Berkley Property Management Inc.

Allan Drewlo
Drewco Development Corp.

Jonathan Fleisher
CAPREIT

Ruth Grabel
Morguard Corporation

David Horwood
Effort Trust Company

Adriana Keresztes
Northview Apartment REIT

Gary Lee
Bentall GreenOak.

Colin Martin
Realstar Management

Patti-Jo McLellan Shaw
Hapfield Developments

Brent Merrill
Metcap Living Management Inc.

Gloria Saloman
Preston Group

Todd Spencer
GWL Realty Advisors Residential

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George Van Noten
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Communications



Laurie Cooper
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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 or email membership@frpo.org for more information.

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



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