2020 ANNUAL REPORT

frpo

Federation of Rental-housing Providers of Ontario

www.frpo.org

MOVING FORWARD

It's hard to believe it's been over a year since the COVID-19 pandemic entered our lives. This once-in-a-lifetime crisis has taught us a lot, and we continue to adapt to new realities and challenges.

The rental housing industry has really demonstrated that the health and well-being of their residents comes first. Knowing that our response in a crisis shapes our future relationships, you have also shown your commitment by teaming up with your residents and working together to find the best solutions for re-payment and payment plans going forward. I remain confident in our collective ability and we will come out of this stronger. I would also like to thank our members for their dedication, patience and support as we continue to navigate through our current climate.

Part of being there for our membership is making sure we are getting you the information and educational resources you require. We pride ourselves on our events and government relations advocacy and efforts. Although we were not able to gather in person this year, thanks to a variety of technological innovations we were able to convert many of our events into a real-time digital experience. Over the past few months, we have seen these webinar events grow in popularity and we will continue to expand on relevant topics for future sessions. I would like to thank and recognize our sponsors for their contributions, as these events would not be possible without your support. We look forward to resuming our networking opportunities and meeting with you all face-to-face when it is safe to do so.

The commitment to our membership and representing your voice and best interests at Queen's Park runs deep within our association. Please know we are doing our part and all our decisions will be guided by our long-term values. We continue to strengthen our relationships with government, and we have made great progress on several important issues in the past year. We are always up for a challenge and will continue to tackle any obstacles that come our way in the future. I am truly honoured to lead this organization, and I am eager to listen and collaborate with all of you to make our industry stronger going forward and to drive the best outcomes possible.

On behalf of the Board of Directors, we would like to take a moment to recognize our outgoing Chair Margaret Herd. Margaret has provided thoughtful and consistent guidance and key perspectives, which have helped us make improvements and maintain a strong foundation for our organization. I would like to thank her for the important work she has done over the course of the last three years, and we are grateful we are able to continue to benefit from her expertise going forward.

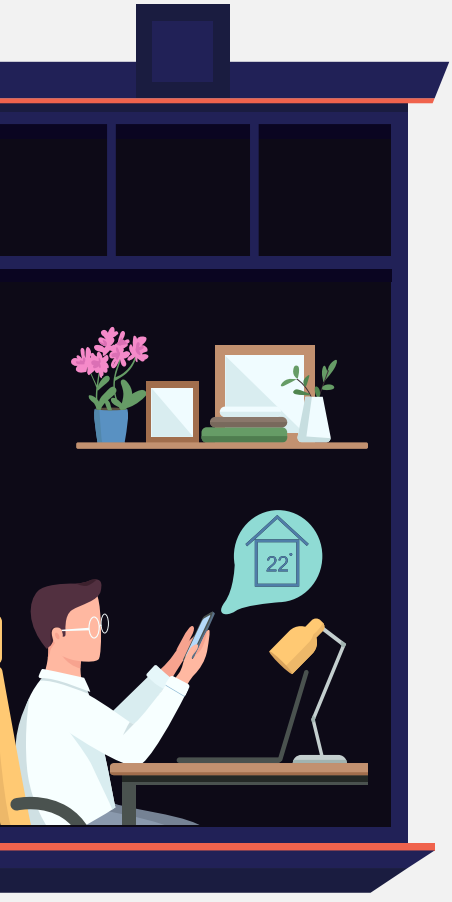
As we move on to a new chapter, we are pleased to welcome our incoming Chair, Allan Drewlo. For those of you who don't know Allan, he is the owner and president of Drewlo Holdings; a multi-family rental company that owns, constructs and manages apartment buildings across Southwestern Ontario. We are looking forward to working with Allan as our Chair and benefitting from his broad experience and knowledge of the rental housing sector.

In closing, I would like to thank our Board of Directors who continue to volunteer their time in order to further our vision of promoting safe, secure and affordable housing for Ontarians. Each of you bring expertise and perspectives, which help support our collaborated ambitions for the future.

Wishing you all safety and health.

IN THE CROSSHAIRS OF COVID-19

The year 2020 has been a rollercoaster of policy and politics for the rental housing industry. Building and operating members were dealt more than their share of blows from COVID-19's (then) unknown effect, which forced our advocacy efforts into pre-cautious overdrive.



Days into the province-wide lockdown, we formulated the skeleton of the proposed Ontario Rental Assistance Program, intended to target financial support to the tenants who needed it most. To date, conversations are ongoing as to the size and scope of such a program. Bill 184 (which amended the Residential Tenancies Act) was subject to a swift but necessary legislative process and included COVID-specific provisions that require rental owners to work with their income-deprived residents on repayment plans—a first course of action common amongst FRPO members regardless of the pandemic. We are advocating for the rest of Bill 184 to come into force as soon as possible.

In July, the government tabled Bill 197, the COVID-19 Response Act, to help address some the impacts of the pandemic. Part of the bill amended the Development Charges (DC) and Planning Acts. These schedules repealed some of what was passed in the previously heralded Bill 108. The particular change of interest to the development industry was to the Community Benefits Charge (CBC), such that only high-rise residential developments will be subject to it. The previously reformulated parkland and DC frameworks returned to their pre-Bill 108 status—but the list of eligible services in the DC Act is now twice as long. We engaged Altus Group with the help of some building members to make the case against this kind of punitive measure in a market under intense pressure. Government was of the belief that a CBC would eventually incent municipalities to "upzone" their jurisdictions, but our response was clear—you don't have that kind of time.

In August, we successfully defended the industry at the Superior Court of Ontario, such that the Landlord and Tenant Board re-opened as scheduled. At the end of the same month, the government made the short-sighted political decision to enact a 0% guideline increase for 2021.

Our focus for 2022 will be around one theme—recovery. FRPO was successful in having the rent freeze written in the RTA with limited and temporary effect, such that any extension requires approval of the Legislature. FRPO is urging the government to not intervene in the guideline for 2022, which the Ministry of Municipal Affairs & Housing calculates according to a formula and without political interference.

The other policy tools key to market stability (vacancy decontrol, AGIs) can be under threat at any time, and so the impact of these tools is key to our education efforts at Queen's Park. With an election just over a year away, we take nothing for granted. The past year has definitely brought policy and practical challenges. Whether you've been on-site helping a senior with groceries, or in a front office making the books balance—your resilience and collective grit have brought us this far. We at FRPO will continue to advocate on your behalf for a better operating and development framework, as we build Ontario up .

CERTIFIED RENTAL BUILDING PROGRAM

Like many in our industry, the Certified Rental Building Program (CRBP) started the 2020 year with an ambitious business plan, but then quickly realized the COVID-19 crisis was going to be here for the long term.

By the end of March, we made the decision to place CRBP on hold for three months and re-focus our efforts on finding ways to assist our members in dealing with the challenges presented with operating in a crisis environment. A key initiative led by the CRBP team, was "The Planning for the Future in the New Normal" project, a four-part series of workshops involving 17 leading PM organizations from across Ontario & B.C. This culminated in mid-June, with FRPO publishing the Planning for The Future in the New Normal Guide to assist all members in being prepared for re-opening building operations.

By late June/early July, we instituted a number of measures to prepare the CRBP to continue operations in a post-pandemic world. These included:

- Updating the program's Standards of Practice to include COVID-19 guidelines—the objective being to provide members with direct guidance and feedback on how their buildings complied with a benchmark set of COVID-19 business/public health standards.
- Development of new COVID-19 requirements and related audit protocols for the program's third-party auditors. CRBP needed to rework its audit regime to ensure the safety and health of member clients and their staff, as well as FRPO's third-party auditor partners.
- Development of Virtual Office Audit Guidelines and a new process to cover-off the CRBP audit of office documentation requirements.
- CRBP website revitalization to present a more user-friendly, simplistic approach with enhanced property search capabilities.

CRBP, ESG, AND GRESB

We are pleased to advise that FRPO's CRBP is on the list of accredited industry certification programs within the "Global Real Estate Sustainability Benchmark" organization, now simply known as GRESB. This organization offers a reporting tool for real estate entities to provide environmental, social, and governance (ESG) data on their portfolios to the investment community. FRPO's CRBP is well positioned to assist and support members in their ESG efforts and GRESB submissions. The program's six Standard of Practice disciplines and related audit regime are built around proactively managing risk and promoting the integration of ESG and sustainability factors as an integral part of their business operations.

RECOGNIZING EXCELLENCE

ONTARIO'S RENTAL HOUSING INDUSTRY 2020 VIRTUAL MAC AWARDS

The 2020 MAC Awards were presented virtually on Thursday, December 3rd in conjunction with the Buildings Show. FRPO's MAC (Marketing, Achievement and Construction) Awards recognize excellence, innovation and leadership in Ontario's vibrant rental housing industry. Though we could not gather together in-person to celebrate 20 years of the awards program, this event provided our members an opportunity to network and acknowledge this year's industry leaders.

FRPO
MAC AWARDS

Best Property Management Website
Hazelview Properties

Advertising Excellence for a Single Campaign
Rhapsody Property Management Services – The Brixton Prelease Campaign

Advertising Excellence – Social Media
Hazelview Properties

Rental Development of the Year
Sifton Properties Limited – 1325 Riverbend Road, London

Outstanding Community Service – Rental Housing Provider
Skyline Group of Companies

Outstanding Community Service – Supplier Member
Wyse Meter Solutions Inc.

Environmental Excellence
Minto Apartments

Leasing Professional of the Year
Grace Evans – CAPREIT

Property Manager of the Year
Marc Blanchard – CAPREIT

Resident Manager of the Year
Diane & Bruce Nace – Realstar

Customer Service Award of Excellence
Rhapsody Property Management Services

Company Culture Award of Excellence
Killam Apartment REIT

Certified Rental Building Member of the Year
Minto Apartments

TOGETHER APART

FRPO member events bring rental housing providers together to share, learn and connect through education and networking sessions. In 2020, many of FRPO's events were impacted by the COVID-19 health crisis. Shifting to online platforms to deliver our educational events ensured our members were kept up to date on this rapidly developing situation. In 2020, FRPO held webinars on a wide range of topics including:

- Addressing COVID-19 Operational Challenges
- Leasing in a Pandemic and Beyond
- Multifamily Tech: Accelerating the Wave and Leveling the Playing Field
- A Guiding Path to Safe Indoor Air Quality
- Reduce Utility and Capital Costs with Incentive Programs
- Preparing for the Future in the New Normal
- FRPO/Urbanation Fall Rental Market Survey

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CMHC RENTAL MARKET SURVEY BREAKFAST

This popular annual event was held on February 5th in conjunction with the Greater Toronto Apartment Association and marked FRPO's last in-person event prior to COVID-19. 250 members attended this breakfast session presented by CMHC economists, who provided valuable information related to market conditions and factors driving the multi-residential industry.

2020 RESIDENTIAL TENANCIES ACT WEBINAR SERIES

FRPO's 2020 sessions focused on the impact of innovations in building operations, tenant services, and office administration on day to day property management and, in particular, the challenges of making changes while attempting to comply with regulatory restrictions imposed by the RTA. These educational events highlighted recent legislative changes, best practices and recent case law.

This event took place prior to the COVID-19 pandemic.

ANNUAL GENERAL MEETING

On May 13th, FRPO held its Annual General Meeting in webinar format due to the COVID-19 pandemic. 80 members took part in this online event and reports were provided by FRPO President & CEO, Chair of the Board as well as the Treasurer. A review of activities from the previous year was provided to members as well as an update on FRPO's advocacy efforts.

SUPPORTING OUR MEMBERS

FRPO presented a wellness webinar on May 5th featuring Dr. Gillian Mandich to support members as the COVID-19 pandemic intensified. This complimentary event provided members with tips and best practices to pandemic-proof their mental health and happiness. Presenting cutting-edge science and her own research findings, Dr. Gillian Mandich shared evidence-based tools and proven strategies to curb fear and anxiety, build resilience, and cultivate happiness.

MAKING A DIFFERENCE

Interval House is the first centre for abused women and children in Canada, and a leader in the campaign for women's empowerment. The centre provides innovative, specialized services that help women survivors of intimate partner violence and their children transform their lives and break the cycle of abuse.

"INTERVAL HOUSE HAS CREATED A UNIQUE PROGRAM TO RESPOND TO INTIMATE PARTNER VIOLENCE DURING THESE TRYING TIMES. THEIR RESPONSE HAS BEEN MET WITH EMPATHY AND CLARITY. WE PROUDLY JOIN FRPO IN SUPPORTING INTERVAL HOUSE AND THE WORK THEY DO."

– PETER ALTOBELLI, VICE PRESIDENT AND GENERAL MANAGER, YARDI CANADA LTD.

Every July, FRPO members gather for the annual FRPO Charity Golf Classic, held at Rattlesnake Point Golf Club, in support of Interval House. This event helps raise awareness about "Intimate Partner Violence" while also raising much-needed funds for the shelter. Over the past 11 years, the FRPO membership has raised $642,000 dollars for this important cause. Unfortunately, this year's tournament was cancelled due to COVID-19, but our support continued as strong as ever.

Though our event did not take place this year, one important tradition stayed the same. On July 20th, a special virtual presentation took place to announce FRPO's continued support of Interval House followed by an educational session on Intimate Partner Violence in rental housing. FRPO has proudly donated $50,000 to the shelter to assist with COVID-related costs and ongoing support programs. In addition, Rogers Communications, Wyse Meter Solutions and Yardi Canada had a surprise for Interval House: each generously donated $10,000, which will make a tremendous difference for the shelter.

"This magnanimous donation means the world to Interval House," said Lesley Ackrill, Executive Co-Director of Interval House. "Your support will help keep a roof over our heads, the lights on, food on our table, and counsellors ready to help 24 hours a day,

seven days a week, and 365 days of the year! But even more than this incredible tangible help, for women and children fleeing abuse and violence in their own homes, it means that they have a community who cares deeply about them. It's a community who believes them and will stand by them. This type of support gives them the courage to continue their journey to freedom. For this generosity, we will always be eternally grateful."

"Thank you to everyone who tuned into this special presentation," said Tony Irwin, FRPO President and CEO. "Interval House is a designated essential service helping some of the most vulnerable women and children in the city. This has been a particularly difficult year and they have been faced with many new and unexpected expenses in order to fulfil the requirements of PPE Provisions, sanitization measures etc. Now more than ever it is important we show our support and we are honoured to do our part and help. We truly value our relationship with Interval House and all the work that they do. We look forward to seeing you all at the 2021 tournament!"

For more information or to donate, please visit www.intervalhouse.ca

"FOSTERING ADDITIONAL FUNDRAISING EFFORTS WAS IMPORTANT AND JUST SEEMED LIKE THE RIGHT THING TO DO. THE INTERVAL HOUSE TEAM FULFILLS A GREAT NEED WITHIN OUR COMMUNITIES. THE IMPACT OF C-19 HAS INCREASED THAT NEED PROFOUNDLY."

-GREG STOKES, DIRECTOR OF SALES, ROGERS COMMUNICATIONS

"INTERVAL HOUSE HAS RESPONDED TO THESE TRYING TIMES WITH CREATIVITY, COMPASSION AND CLARITY OF VISION. THROUGH OUR HELPING HOMES PROGRAM, WE ARE A LONG-TIME PARTNER OF THEIRS AND PROUDLY JOIN FRPO IN CONTINUING TO HELP TO PUT AN END TO INTIMATE PARTNER VIOLENCE."

- PETER R.J. MILLS, CO-CEO, WYSE METER SOLUTIONS.

"LET'S BUILD ONTARIO" CAMPAIGN

The COVID-19 pandemic has hindered the progress of Ontario's housing market, affecting every Ontarian in the process. In order for our province to prosper, rental housing providers and residents need to stand together and start rebuilding the market. The Federation of Rental housing Providers of Ontario is working with its members to find ground-breaking solutions that will invigorate the housing market, creating a solid foundation for growth.

Let's Build Ontario is a campaign designed to ensure positive, tangible change that benefits Ontarians. This campaign aims to not only change the narrative around the housing market, but ensure that, in the years to come, Ontario sees an increase in the housing supply, meeting high demand. In order to foster the relationship between rental housing providers and residents, this campaign strives to educate the public on the industry so we can have discussions that result in substantial solutions.

We believe that everyone in Ontario deserves affordable, safe and quality housing, which is achievable if we work together. Ergo, FRPO and its members have made it their mission to advocate for rental housing providers and residents, alike. Yet, it is imperative that rental housing providers and residents work together so we can adequately, and without unnecessary plights, create revolutionary change in Ontario's housing industry. Results from a survey we sent out in March show that 71% of supporters strongly agree or agree that rental housing owners provide an essential service to their customers. This shows that rental housing providers play a fundamental role in the housing industry. Their positive work and dedication are evident via their symbiotic relationship with residents. The way rental housing providers assist their residents by promptly providing services helps create a shift in the discourse. These two equal key players need to continue supporting each other, because that is when Ontario sees meaningful progress.

Hence why Let's Build Ontario's projects are created with the underlying goal of strengthening the relationship between rental housing providers and residents. The campaign will continue to put more factual information on the sector out there. Last year, we created a COVID-19 portal that includes a walkthrough on how the pandemic has affected the housing market and how to navigate COVID-19. To date, we have more than 2,500 supporters from every corner of the province. Over the next year, we will continue to grow this, build relationships and provide Ontarians with further information about rental housing in our province.

For more information on Let's Build Ontario, please visit our campaign website at https://letsbuildontario.ca/. You can also check out our social media platforms on Twitter, Facebook, LinkedIn and Instagram. Please share this with your network so we can build Ontario – together.

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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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