



2022 ANNUAL REPORT

FRPO works on behalf of members to promote a balanced and healthy housing market with a vital rental housing industry.

Scan this code to visit our website for more information on member benefits, industry news, events and more!



Federation of Rental-housing
Providers of Ontario

ALLAN DREWLO



ONWARDS

Having been in this role for two years now, I have consistently seen our members deliver exceptional service and quality rental-housing to tens of thousands of residents across the province. The fact that our membership continues to grow with members who hold themselves to a high standard of professionalism, enthusiasm and commitment to the rental housing industry demonstrates that we are a needed component of the housing market and are part of the solution to the housing and affordability crises.

The pandemic may be in its waning days, but challenges remain with rising costs of day-to-day living and persistent inflation, all while Ontarians have an increasingly difficult time finding adequate housing. Our industry and members have shown resilience throughout some of the most difficult years in recent history and I have no doubt that we will meet the challenges ahead.

As Ontario's professional rental housing providers, we are on the front lines of delivering housing needs to residents across the province and the FRPO team are always hard at work, delivering the services, tools, and advocacy that our members have come expect and quite frankly deserve. We have seen new legislation affecting our industry at a rapid pace over the last year and I believe that we continue to be uniquely placed to be a strong

partner of the Government in their mission of building 1.5 million homes by 2031.

It is important to acknowledge that FRPO is only as strong as its members and we continue to be thankful for those who participate in our corporate sponsorship program, without this our team would not have the capacity to host large-scale events and advocate for our membership as in-person events return in full.

In final thoughts, if we are to achieve a healthy housing market we must have a robust rental housing market. With our membership and the FRPO team I know that we are well positioned to show both Government and Ontarians that we are ready to play our part in addressing the housing and affordability crises.

TONY IRWIN



CONTINUED RESILIENCY

Looking forward to 2023 I am confident in the continued resiliency of our industry and the opportunities that lay before us.

Last year was one of transition, through a confluence of headwinds such as higher interest rates, inflationary pressures, and the long legs of COVID-19 that persist, I am proud to say that our members continued to distinguish themselves by providing the

quality, safety, and service that residents expect from their professional rental housing providers.

I am pleased to see our membership remain strong and continue to grow, though I am not surprised as our industry continues to be comprised of, and attract high-calibre professionals who are both dedicated and passionate. This underpinning remains essential for our industry as members continue to make the needed investments in properties while maintaining profitability against the backdrop of the rising costs of living across Ontario.

Looking behind the scenes, the FRPO team remains hard at work delivering the service, resources, and advocacy that our members deserve. Our migration to a new database has begun to show early and worthwhile results in providing an enhanced user-friendly experience to members. Our website has been refreshed with relevant content, an enhanced visual appearance, and an optimized search engine.

Last year the Certified Rental Building Program operating in Ontario and BC was renamed the Canadian Certified Rental Building Program and launched in Alberta. Expanding the program has been well received and is part of our strategic plan to support ESG Initiatives in our Industry. Expansion will continue in 2023 with Saskatchewan and Nova Scotia expected to launch, so stay tuned!

With the passing of Bill 23, More Homes Built Faster Act, and Bill 97, Helping Homebuyers, Protecting Tenants Act, now more than ever it is important that we ensure our voice is represented at Queen's Park.

FRPO continues to engage and foster deep relationships with Government and key industry stakeholders to advance the objectives and interests of the rental housing industry. Our efforts are showing results, when in early 2023, I was asked to sit on Ontario's Housing Supply Action Plan Implementation Team by the Minister of Municipal Affairs & Housing, which represents an important step forward in ensuring we have a seat at the table.

On a final note, I would like to express my deep gratitude to our Chair, Executive Committee, and Board Members for the trust that is continuously placed in the FRPO team. To our members, the opportunity to work with industry leaders who everyday demonstrate commitment to not only our residents but to FRPO's core objectives and values is an opportunity like no other. I am confident that 2023 will be a year of opportunity, one that sees continued growth within membership and one that continues to show Ontarians the value and necessity of a robust rental-housing industry.

FRPO has had an active 12 months advancing our industry's policy agenda. Starting with the lead up to June 2nd election, the association actively engaged with all political parties to ensure they understood the impact of policy decisions to Ontario's rental housing industry. FRPO successfully moderated the impact of often politically motivated poor policy positions that tend to arise in elections.

After the election, the Ford Government returned with an even strong majority and FRPO re-activated advocacy efforts with new and returning ministers and key political staff on our key issues.

Improving the Operating Climate

A key pillar of our advocacy program is improving the operating climate for rental housing providers. This includes the operations of the Landlord and Tenant Board (LTB); accordingly, this became a key policy area to address with the Ministry of the Attorney General shortly after the election.

FRPO's core objective was to address the backlog and reduce overall processing time for applications. We worked with industry lawyers to develop a series of recommended changes to the LTB.

However, at the end, it was all about capacity. Through FRPO's advocacy efforts, we were able to secure the single largest investment in the history of the LTB. The government committed to an additional \$6.5 million in annual funding to improve operations. This included funding the appointment of 40 additional adjudicators, more than doubling the current complement of full-time adjudicators.

The government also committed to various other changes to the LTB, including:

- A LEAN review to improve process.
- Modernizing the case management system.
- Providing adjudicators with enhanced training.
- Continuing to explore ways to expand hearing hours and scheduling flexibility.

Improving the Supply Climate

Another pillar of FRPO's advocacy program remains advancing policies to make it easier for our members to build rental housing in the Province of Ontario.

The government continues to take significant strides in this regard. Last November, the government passed landmark legislation entitled Bill 23, More Homes Built Faster Act.

FRPO was a presenting sponsor when the Premier and Minister of Municipal Affairs & Housing announced the bill.

Bill 23 made a series of positive changes to reduce government fees and charges, including:

- Exempting affordable housing units from development-related charges.
- Requiring development charge increases to be phased-in over a 5-year period.
- Providing discounts on development charges for purpose-built rentals, including larger discounts for units with more bedrooms.
- Changes to parkland requirements and payments in lieu to make the system fairer.

Bill 23 also focused on streamlining approvals by:

- Requiring minimum heights and densities near transit stations.
- Removing, often frivolous, appeals by third parties for some of the approvals stages.
- Focusing public meetings to where they make sense.

Moving Forward

The government recently announced members of a new advisory committee to inform further measures to tackle our supply challenge. The group is called the Housing Supply Action Plan Implementation Team and our industry has a voice at the table.

FRPO's President and CEO Tony Irwin was appointed by the Minister of Municipal Affairs & Housing to be a key member of this group.

Through these forums and our regular advocacy channels, FRPO will continue to develop policies and advocate for the interests of rental housing providers in Ontario.

Our goals for the next year will remain:

- Protecting our current rent control policy regime that allows for vacancy decontrol, above-guideline increases along with an exemption for post-2018 buildings.
- Improving operations at the LTB.
- Making it easier to build new rental housing in the Province of Ontario.

CANADIAN CRB PROGRAM

CULTIVATING A COMMUNITY ACROSS CANADA

Over the past year, a prime focus of the Certified Rental Building program has been on ESG (Environmental, Social, Governance) and associated activities that help to promote professionalism, quality, excellence, accountability and environmental responsibility in the multi-res sector. Further, in 2022, the Certified Rental Building program has been on the move.

With Board approval to take the program to a national perspective, the Certified Rental Building Program not only changed its name to the Canadian Certified Rental Building Program, but also solidified its presence in British Columbia and continued its march and influence across the country, with expansion into Alberta. Both existing property management organizations and REITs that currently have CRB buildings in Ontario and/or British Columbia, as well as new organizations to the CRB program, seized the opportunity to further extend the CRB reach and helped formally launch the Canadian Certified Rental Building program in Alberta.

The CCRBP continues to work towards operating from a broad-based national perspective with plans well underway to expand into Saskatchewan and Nova Scotia in 2023 and the remaining provinces moving forward.

In 2022, in addition to national expansion, the Canadian Certified Rental Building Program continued to enhance and refine its operational practices, working with its members to create and implement a training and documentation framework that supports Member's operations, while continuing to streamline CRB operations and audit verification processes.

With the continued strength that comes from a growing network of Members and buildings, the CCRBP is working to continue to develop initiatives that can potentially set CRB buildings apart from others within the industry and that can provide a framework to infuse organizations with a sense of purpose for sustainability, good governance and resiliency.



CELEBRATING THE WINNERS OF THE 2022

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 2022 event saw over 1000 guests in attendance to celebrate this year's achievements.

For more information on the FRPO MAC Awards, please visit frpomacawards.com

Best Property Management Website

Fitzrovia – theparkerlife.ca

Best Advertising Campaign

Ferguslea Properties (Accora Village)
Steps Away. Literally.

Social Media Award of Excellence

Fitzrovia – The Parker

Best Curb Appeal

Hazelview Properties – West Lodge
103 & 105 West Lodge Avenue, Toronto

Best Lobby Renovation of the Year

Shiplake Properties – The Torontonian
45 Dunfield Avenue, Toronto



Best Amenities – Renovated

Canadian Apartment Properties REIT
Knightsbridge Kings Cross Apartments
3 Knightsbridge Road, Brampton

Best Suite Renovation of the Year under \$25,000

Dream – 262 Jarvis Street, Toronto

Best Suite Renovation of the Year - Over \$25,000

Canadian Apartment Properties REIT– Tower Hill East
330 Spadina Avenue, Toronto





LIFETIME ACHIEVEMENT AWARD

Paul Chisholm,
Berkley Property Management

Best Rental Development of the Year

— **200 Units or less**

Starlight Investments – The Huron
2475 Hurontario Street, Mississauga

Best Rental Development of the Year

— **Over 200 Units**

Hazelview Properties - Story of Brampton Central™
205 Queen St. East, Brampton

Best Amenities in a New Development

BentallGreenOak – Novus
11 & 25 Ordnance Street, Toronto

Environmental Excellence

Starlight Investments

**Outstanding Community Service for
Rental Housing Providers**

Greenwin Corp.

**Outstanding Community Service for
Supplier Members**

Wyse Meter Solutions

The Customer Service Award of Excellence

Fitzrovia

Outstanding Company Culture

Oxford Properties Group

Leasing Professional of the Year

Scott McCabe – Greenwin Corp.

Property Manager of the Year

Michelle Twiss – Skyline Living

Resident Manager of the Year

Andrew Scheib – BlueStone Properties

The Impact Award

Greenwin Corp. – Laptops for Learning



MEMBERSHIP

EVENTS & ACTIVITIES

FRPO is proud to support the rental housing sector in Ontario through a variety of educational and networking events. Our association provides FRPO members with various opportunities to learn more about the industry, keep up with legal and regulatory changes while developing new skills. In addition, FRPO's networking events provide a platform for industry professionals to build relationships, share ideas and establish partnerships.



In 2022, FRPO hosted several educational events including:

- Residential Tenancies Act Webinars
- Government Relations Update
- Discovering Opportunities to Save Energy and Reduce Operating Costs
- Data in Multifamily Real Estate
- Inclusion Starts with "I"
- CMHC Rental Market Survey Update
- Dear Everybody with Holland Bloorview



2022 WOMEN IN RENTAL HOUSING LUNCHEON

Holland Bloorview
Kids Rehabilitation Hospital

We've signed the Dear Everybody Agreement to include disability in the picture.

Visit DearEverybody.ca for more information.

frpo
Federation of Rental-housing
Providers of Ontario

The Dear Everybody Agreement



IN THE COMMUNITY



As rental providers, it is extremely important that we give back to the communities that we live and operate in. Our members take this commitment seriously and are involved in a wide array of community projects and initiatives.

FRPO is proud to support the work of Interval House through our annual Charity Golf Classic which has raised almost \$800,000 in the past 14 years.



In March 2022, as the conflict in Ukraine began to unfold a group of FRPO members came together to offer sympathy and support for the people of Ukraine. Collectively Boardwalk REIT, CAPREIT, Hazelview Properties, Homestead, InterRent REIT, Minto Apartment REIT, and Starlight Investments, worked hard together to identify ways to support those impacted by the humanitarian crisis. Collectively this group committed to providing approximately 400 apartments with various relief packages, such as reduced/free rent, flexibility on tenure, waiving deposit requirements, added furnishings, and more.



Laptops for Learning was developed by Greenwin Cares and the Toronto Police Services 31 Division. This initiative began in October 2021 while the restrictions of the COVID-19 pandemic were still being felt, especially in educational sectors. As schooling continued to rely heavily on technology, we saw an opportunity to assist families in the Jane and Finch community. As a result, Laptops for Learning was created, based on the principle that no child should fall behind on their education and social development because of a lack of resources.

PUBLIC RELATIONS CAMPAIGN



As Ontario has started down the path of matching the government's 1.5 million new homes in the next ten years, the Let's Build Ontario campaign has continued representing and amplifying the voice of rental-housing providers in the discussion. Over the past year, the campaign's efforts have concentrated on promoting more rental-housing supply as a cornerstone of the strategy to build 1.5 million new homes in Ontario, while ensuring that the voice of rental-housing providers is heard in social and traditional media discussion.

From the beginning, Let's Build Ontario has been strongly supportive of the government's ambitious plan of building 1.5 million new homes in the next decade in Ontario. Throughout the discussions around the More Homes Built Faster Act, Let's Build Ontario and FRPO were strong advocates for the measures taken to increase housing supply. The campaign amplified the benefits of the act through social media, and by echoing official FRPO channels. When the bill passed, we also directed out 2,700-strong activist standing army to email Premier Ford, Ministers Clark and Parsa, and other Ontario MPPs to thank and congratulate them on taking a meaningful step toward creating more supply in Ontario. We continued this work again with the release of the new Helping Homebuyers, Protecting Tenants Act by voicing our support and amplifying FRPO channels in praising the move to speed up processing times at the LTB and clarify rules and penalties on illegal evictions.

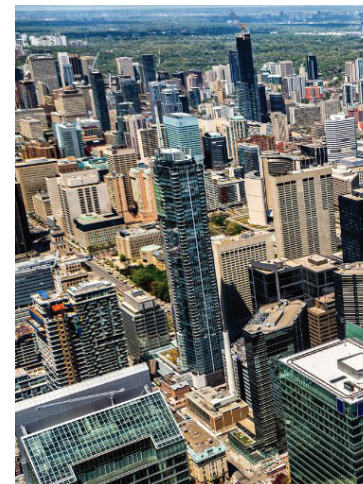
During the municipal election, Let's Build Ontario continued promoting more housing supply, especially of purpose-built rentals, as the only solution to Ontario's housing crisis. Before the election, we sent a broad survey to all candidates for council and mayor across the province, encouraging them to state on the record their support for more housing supply and for reforming common roadblock areas under municipal jurisdiction, such as zoning by-laws and development charges. We received more than 80 detailed responses from candidates for all positions, including former Toronto Mayor John Tory. The responses were



posted on the Let's Build Ontario website, and we shared them on social media to both raise awareness, and encourage broader discussion of the issues.

More generally, the campaign has stepped up efforts to fight misinformation and disinformation when it comes to housing, and particularly the rental housing market. In addition to that, Let's Build Ontario has also adopted a more methodical and proactive approach to our social media communications, creating content calendars organized by monthly themes to ensure that all aspects of the housing crisis and rental sector receive their due attention. Following this model, the campaign has posted extensively on issues that get little attention in traditional and social media discussion, including REITs, the need for more staffing at the LTB before the new Act, and the need to add to Ontario's skilled labour force. As FRPO is rolling out an advertising campaign this spring in support of Ontario's Housing Supply Action Plan and the new Helping Homebuyers, Protecting Tenants Act, Let's Build Ontario will continue to complement and amplify that messaging to ensure it reaches as many Ontarians as possible.

We encourage everyone to join our campaign by visiting our website 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. Ontario is on the right track, but there is still work to be done. We need to keep working together to ensure every Ontarian can find a home that fits their needs.



FRPO TEAM MEMBERS &

BOARD OF DIRECTORS



Tony Irwin
President & CEO



Laurie Cooper
Director of Finance
& Corporate Affairs



Lynzi Michal
Director of Membership
& Marketing



Asquith Allen
Director of Policy
& Regulatory Affairs



Melanie David
Executive Assistant & Administrative Coordinator

BOARD OF DIRECTORS

Chair:

Allan Drewlo, *Drewlo Holdings*

Vice-Chair:

1st Chair: Jason Ashdown,
Skyline Group of Companies

2nd Chair: Gloria Salomon,
Preston Group

Past-Chair: Margaret Herd,
Park Property Management Inc.

Directors:

Ugo Bizzarri, *Hazelview Properties*

Kris Boyce, *Signet Group*

Paul Chisholm, *Berkley Property Management Inc.*

Larry Greer, *CAPREIT*

Ruth Grabel, *Morguard Corporation*

Alf Hendry, *Homestead Land Holdings Ltd.*

David Horwood, *Effort Trust Company*

Ken Kirsh, *Sterling Silver Development Company*

Gary Lee, *BentallGreenOak*

Colin Martin, *Realstar Management*

Mike McGahan, *InterRent REIT*

Brent Merrill, *Metcap Living Management Inc.*

Todd Spencer, *GWL Realty Advisors Residential*

Jonathan Brimmell, *Oxford Properties Group*

Allan Weinbaum, *WJ Properties*

Geoff Younghusband, *Osgoode Properties Ltd.*

Patrick Eratostene, *Greenwin Corp.*

Paul Baron, *Minto Apartment REIT*



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 maintained rental accommodation.



Federation of Rental-housing
Providers of Ontario

BECOME A MEMBER

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

Toll-free: 877-688-1960

Phone: 416-385-1100