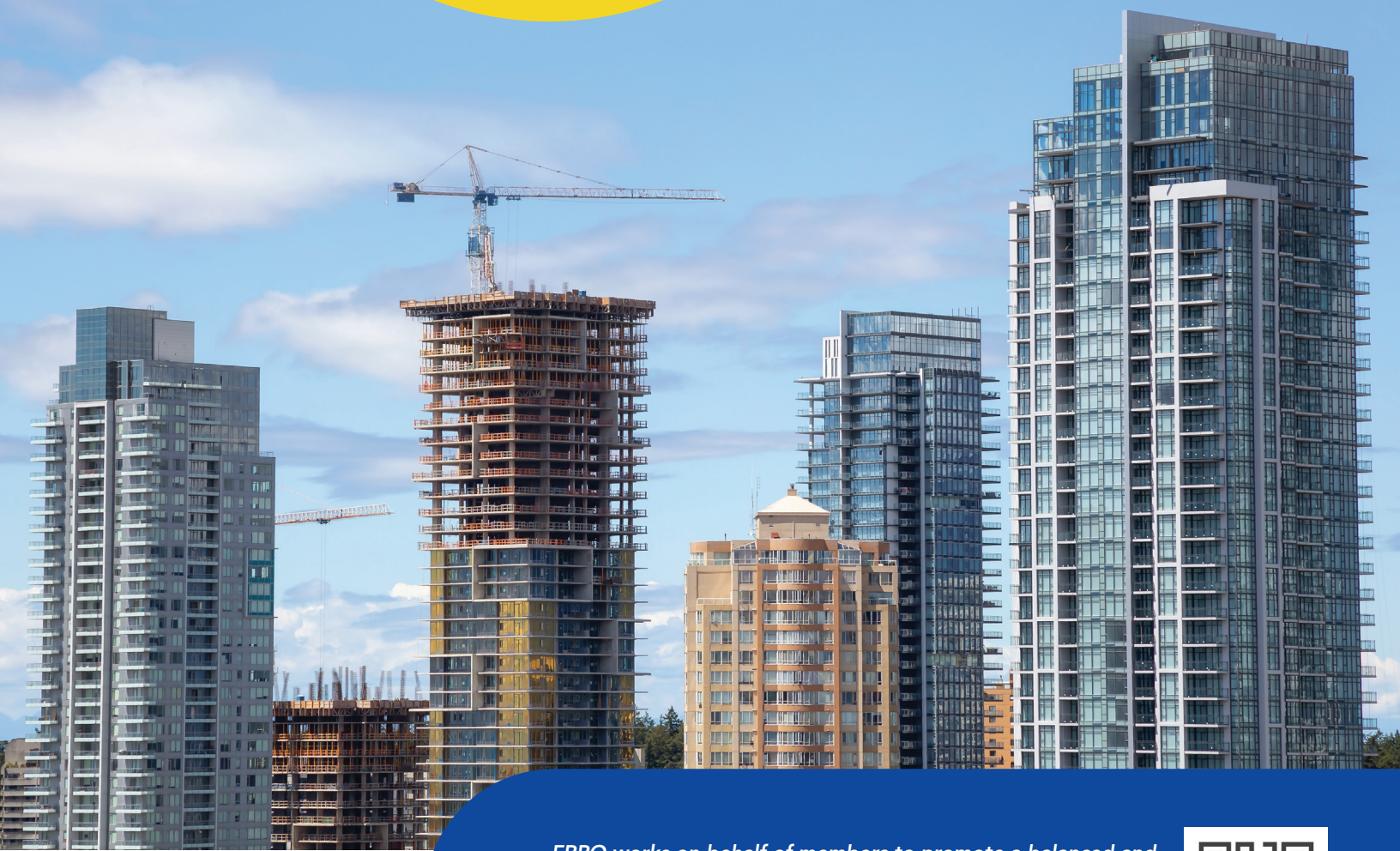


# 2023 ANNUAL REPORT



*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



## CHAIR'S REPORT

# JASON ASHDOWN

This past year as Chair of the FRPO Board has been the most eye-opening of my nearly 30 years in the rental housing business. By connecting with government, regulators, developers, managers, tenant associations, and more through FRPO, I've witnessed the importance and meaning of communication and having a strong voice when navigating the dynamics at play within our industry.

Ontario communities, like most communities across Canada, are facing some form of a housing crisis. When a must-have commodity like housing is in short supply, the groups with the experience and know-how are called to action. I do not remember a time when the voice and mentorship of FRPO has been so welcomed and leveraged by all levels of government. FRPO is a respected and valued participant in housing security, development, and policy discussions. As supply remains in critical need and communities scramble to fill the housing gap, we are relied on for our perspective on legislation, and—because of our knowledge of the inner workings of our industry—what is needed to propel further development of multi-residential properties across the province and country.

I never expected as a young businessperson to be involved with governance and politics to the extent I am today, and I've observed that working alongside politicians and lawmakers is very much a dance. It is our responsibility to instill in decision-makers a clear understanding of our industry, so we can help steer policy toward truly helping the situation at hand. We must demonstrate that we are here to help, we are open to discussing change, and that when it comes to building, managing, and operating housing for millions of families, we are the experts.

More so than ever before, our industry is under scrutiny by the media, policymakers, and the public. Rental housing providers are a major component of the housing ecosystem. As such, we can expect to be the target of criticism; it simply comes with the territory. We will be under a magnifying glass from time to time, much like any

commodity in short supply. We must remember that our voice is only as strong as our reputation, and we must collectively continue to build upon this reputation by managing with ethics and proving ourselves to be a value-add to the discussion and solution.

We are excellent at what we do: we provide a vital service to millions of people, we value our customers, and we support our communities. And now, we have an opportunity to shape policy and further enhance the reputation of the rental housing industry. Capitalizing on this opportunity means bringing ideas and solutions that will bolster good governance for the long term. It means highlighting our commitment to invest alongside our government, and proving our industry is worthy of government investment in us. It means cheering on our industry to continue to strive toward excellence. It means shining a spotlight on everything we do right and everything we do well—while not shrinking from calling out the bad actors, and bad policy in our space.

The business of rental housing is a long game and will always take work. It is easy to challenge policy that threatens our business model in any way, but instead, we can work toward a prosperous system of strong governance and fairness that we can all be proud of. We are a part of the social fabric of this province, and we need to step up and help when our communities need us most. We must lead with passion, purpose, and clarity about the importance of the role we play.

FRPO members should take comfort in the leadership and passion demonstrated behind the scenes. In this exceptionally strong Board, committees, and management team, there is a depth of knowledge and experience, an inherent recognition of responsibility and commitment to all stakeholders of the rental housing environment of Ontario. I feel fortunate to have the opportunity to contribute alongside the FRPO team as we continue to be a trusted resource, to strive for positive change in the rental housing industry.

*Jason Ashdown,  
Chair, FRPO*

## PRESIDENT'S COLUMN

# TONY IRWIN



## A year of strategic achievements and legislative milestones

As we reflect on the complexities of Ontario's rental housing market this past year, my appreciation for the resilience and adaptability of our FRPO members deepens. Your commitment, even in the face of challenges, has been the bedrock of our collective achievements and progress.

2023 was a year marked by significant accomplishments, notably our "Say Yes" campaign, which successfully engaged over 30,000 individuals, brought in more than 500 new supporters, and facilitated the delivery of over 1,000 emails to municipal leaders. This initiative has exemplified our commitment to actionable change, showcasing the power of our collective voice in advocating for an increased rental housing supply.

Our efforts to foster diversity and inclusion within the housing sector were further strengthened through strategic partnerships, such as our collaboration with Namerind Housing Corporation. This partnership underscores our dedication to ensuring that rental housing caters to the diverse needs of our communities, embodying the inclusivity we strive for.

A significant highlight of the year was the expansion of the Certified Rental Building Program into Saskatchewan and Nova Scotia. This growth is not just a testament to the program's success in Ontario but also marks an important step in setting a national standard for rental housing quality and trustworthiness. By bringing the CRBP to new provinces, we are enhancing the integrity of rental housing across Canada, offering tenants a reliable benchmark for quality and ensuring they have access to safe and well-managed homes. This expansion represents our ongoing commitment to elevate the living standards in rental housing and to foster a sense of pride and trust among tenants and landlords alike.

Furthermore, the removal of GST and HST from rental housing construction by the federal and Ontario governments represents a watershed moment in our advocacy efforts. These legislative changes are a significant victory, signaling a reduction in financial barriers to new developments and heralding a future of increased rental housing affordability and availability.

Looking forward, FRPO is set to continue its advocacy for fair and effective housing policies. With a focus on leveraging recent budget announcements, we are committed to furthering our mission to increase the rental housing supply and enhance affordability.

The collaboration among our members, partners, and government entities has never been more crucial. I wish to extend my deepest gratitude for your continued support and engagement. Your contributions are instrumental in our shared successes and the ongoing advancement of Ontario's rental housing sector.

As we move ahead, let's harness our collective energy and commitment to navigate challenges and seize opportunities. Together, we will continue making a meaningful impact, ensuring access to quality rental housing for all Ontarians.

Warm regards,

*Tony Irwin,*  
President and CEO, FRPO



Federation of Rental-housing  
Providers of Ontario



## POLICY & ADVOCACY

On a government relations front, 2023 was another active year for FRPO's policy and advocacy efforts that included securing key wins on major issues that impact the industry's operating and supply climate as well as developing new relationships with key government decision makers as Ministers and staff changed roles at Queen's Park.

### Landlord and Tenant Board

As part of ongoing advocacy to improve the efficiency of the Landlord and Tenant Board (LTB), FRPO was able to secure the single largest investment in the LTB since its inception. The Ministry of the Attorney General announced an additional \$6.5 million in annual funding to hire 40 additional adjudicators and five back-office staff in April of 2023. This doubled the previous allotment of full-time adjudicators at the LTB. FRPO members have already started reporting an improvement in timelines to get to hearings.

In addition to more resourcing, FRPO continues discussions with the Attorney General on various process and policy changes to further expedite the operations of the LTB.

### Harmonized Sales Tax

FRPO also secured a major "win" on the industry's long advocacy campaign to remove HST on purpose-built rental housing. In tandem with the federal government's decision to remove GST, the Ontario Minister of Finance announced that Ontario would be removing the provincial portion of the HST on all qualifying projects that begin construction between September 14, 2023 and December 31, 2030 to spur more construction of purpose-built rental projects.

### HSAP 4.0

The government released its latest Housing Supply Action Plan in April 2023 that included a proposal for a new planning document that combined the Provincial Policy Statement (PPS) and the Growth Plan into a new Provincial Planning Statement and new legislation entitled Bill 97, Helping Homebuyers, Protecting Tenants Act, 2023.

#### *The package contained several measures including:*

- New rules governing air conditioning units in apartment buildings;
- New rules governing renovations that require vacant possession;
- New Minister's authority to set conditions around rental replacement by-laws;
- Changes related to municipal growth targets, intensification, municipal comprehensive review, definition of employment, employment land conversions and provincially significant employment zones.



### Other Policy Items

In addition to the usual supply and operating policy issues, a new regulatory challenge emerged in 2023. The Condominium Management Regulatory Authority of Ontario (CMRAO) started enforcing the regulatory provisions governing condominiums for buildings that entirely operate as rentals but may be registered as condominiums. FRPO had significant engagement with various ministries and the Premier's Office on this unnecessary regulatory burden on our industry. FRPO made the argument that buildings that entirely operate as rentals, with 100% of the units rented out by a single legal entity, should be exempt from the condominium regulations irrespective of how the building is registered. Advocacy continues on this issue impacting some of our members.

Other policy issues such as equalizing the property tax paid by multi-residential and residential housing units and new and standard rental replacement framework were also part of our policy engagement with the provincial government in 2023.

### Ongoing Relationship Building

Continuing to strengthen exiting relationships and building new relationships as government officials change roles is a key pillar of our advocacy function. With a new Minister and Associate Minister at Municipal Affairs & Housing, FRPO quickly developed a positive working relationship with the Ministers and their new staff. We developed a renewed 10-Point Ontario Rental Housing Strategy and immediately sent formal submissions and briefed the new officials on the industry's priorities.

FRPO also held another success Queen's Park Advocacy Day in 2023 including a full day of substantial meetings with key ministers, the Premier's Office, and all opposition parties to build relationships across the aisle at the Legislature.

Our staff remained active on policy consultations including through formal roles as members of key government tables such as the Housing Supply Action Plan Implementation Team and the Industry Technical Advisory Table on Municipal Development-Related Charges.



# A Changing Landscape

Over the past year, a lot has changed in the Canadian Certified Rental Building Program (CRBP). Despite these changes, the CRBP remains committed to the importance of an industry-initiated and supported ESG focused, quality assurance and sustainability program specifically geared for the purpose-built rental industry in Canada.

While the demands in operating rental buildings continue to grow, the Canadian CRBP has continued to evolve, support and expand its services and offerings to reach more organizations and residents.

In 2023, the CRBP launched in both Saskatchewan and Nova Scotia, certifying its first buildings in these new provinces while continuing to grow and attract new members and buildings in BC, Alberta, and Ontario. This is an historic achievement that makes CRBP a truly national program operating from coast to coast.

Supporting, promoting and certifying well-run, well-managed, well-maintained and sustainable rental housing across Canada is not just a CRBP goal, but an operating imperative under the Canadian Certified Rental Building Program.

The CRBP's 2023 expansion resulted in a number of major REITS and property management organizations stepping up, meeting the over 55 mandated standards of practice and 250 specific requirements to become the latest organizations to achieve CRBP certification. In fact, in 2023 the CRBP enhanced its reach and grew the number of certified rental buildings and suites by nearly 22,000 units, growing the total program by almost 25%.

But 2023 was not only about expansion. The CRBP also reviewed and revised key best practice operating standards, while also strengthening and enhancing the program's audit verification criteria and focus. CRBP continues to focus on ensuring its audit and standards verification process is robust and thorough and more than meets GRESB benchmarking requirements.

During the coming year, the CRBP program is planning further expansion by launching in New Brunswick and Manitoba, further solidifying the program's coast to coast reach. The CRBP is also recertifying and re-engaging with existing members to strengthen the CRBP brand, and to continue to promote quality, professionally managed, sustainable and resilient rental housing communities for residents. Looking forward to a great year ahead!





# Celebrating the winners of the 2023 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 2023 event saw over 1000 guests in attendance to celebrate this year's achievements.

For more information visit [frpomacawards.com](http://frpomacawards.com)

## Best Property Management Website

Morguard – [www.thebayclub.ca](http://www.thebayclub.ca)

## Best Advertising Campaign

BGO – The Junction, On Us!

## Social Media Award of Excellence

Tricon Residential Inc

## Best Curb Appeal

Starlight Investments  
7170-7280 Darcel Avenue, Mississauga

## Best Lobby Renovation of the Year

Starlight Investments  
2233-2235 Hurontario Street, Mississauga



## Best Amenity Space Renovation

Rhapsody Property Management Services  
Trilogy on King – 1100 King Street West, Toronto

## Best Amenities — New Development

Fitzrovia – The Parker  
200 Redpath Avenue, Toronto

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

Dream – 107 Redpath Avenue, Toronto

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

QuadReal – 57 Charles Bay: 57 Charles Street, Toronto







### **Best Rental Development of the Year**

#### **— 200 Units or Less**

DBS Development – 2Fifteen  
215 Lonsdale Road, Toronto

### **Best Rental Development of the Year**

#### **— Over 200 Units**

BGO – The Campbell  
299 Campbell Avenue

### **Environmental Excellence**

Dream

### **Outstanding Community Service for Rental Housing Providers**

Greenwin Corp.

### **Outstanding Community Service for Supplier Members**

Wyse Meter Solutions



### **Lifetime Achievement Award**

Clark McDaniel  
Williams & McDaniel Property Management

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

Fitzrovia

### **Outstanding Company Culture**

Hazlevue Properties

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

Park Property Management – Diane Murray

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

Signet Group – Ben Antwi

### **Resident Manager of the Year**

Greenwin Corp. – Anna Ciulli

### **The Impact Award**

Hazlevue Properties – BGC Ottawa Partnership





## MEMBERSHIP EVENTS & ACTIVITIES

FRPO takes great pride in bolstering Ontario's rental housing sector via a spectrum of educational and networking initiatives. Our association furnishes FRPO members with diverse avenues to deepen their industry insights, stay abreast of legal and regulatory shifts, and cultivate fresh competencies. Furthermore, our networking events offer industry professionals a forum to forge connections, exchange ideas, and foster collaborations.



### In 2023, FRPO hosted several educational events including:

- Residential Tenancies Act Legal Sessions
- Energy Efficiency Programs
- CMHC Rental Market Survey
- Enhancing Customer Service for Exceptional Resident Experiences
- Power of One – DEI Training



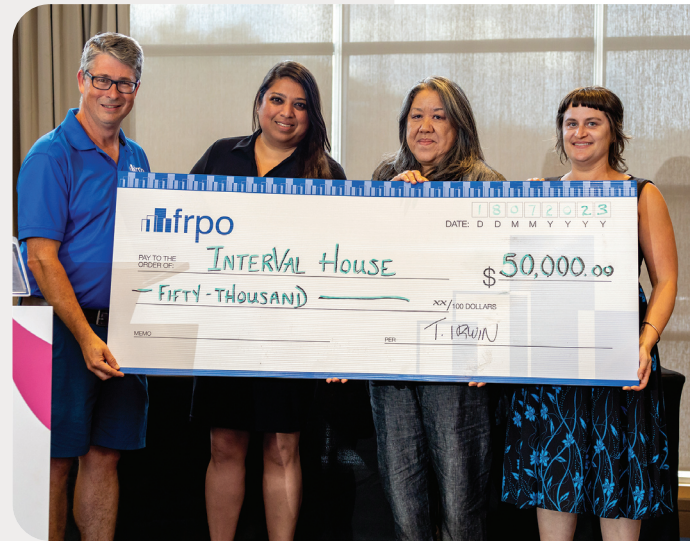


## IN THE COMMUNITY



Ensuring our communities thrive is paramount for rental 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 \$900,000 over 15 years.



Skyline breaks ground at 10 Shelldale Crescent alongside government, dignitaries, project partners, and community organizations. Skyline has invested approximately \$2.7 million in this project.

As part of Hazelview's commitment to supporting sustainability education, we launched a partnership with Enactus Canada in October 2021 and renewed it for the 2022-2023 academic year. The Hazelview Sustainable Cities Project Accelerator gives students the opportunity to create and implement community empowerment projects and business ventures geared towards solving pressing economic, social, and environmental challenges.

10 Shelldale Crescent currently serves as a 32-unit Permanent Supportive Housing project for those experiencing chronic homelessness in Guelph. It's a collaboration between Skyline Group of Companies, Kindle Communities (a non-profit housing provider), and the Guelph Community Health Centre. Residents benefit from round-the-clock staff support and services aimed at addressing their needs and maintaining housing stability. This initiative directly addresses the province's homelessness and housing insecurity crisis, showcasing effective cooperation among rental housing providers, non-profit organizations, and government entities.



## PUBLIC RELATIONS CAMPAIGN



This past year, the "Let's Build Ontario" campaign, powered by the dedication of the Federation of Rental-housing Providers of Ontario (FRPO) and its supporters, has made significant strides towards addressing Ontario's urgent need for more rental housing. Our "Say Yes" campaign has been at the forefront of these efforts, rallying communities and stakeholders to advocate for policies that enable the construction of more rental homes across the province.

With a focused message and strategic outreach, we've successfully engaged over 30,000 Ontarians, gaining the support of more than 500 new advocates. These supporters have been instrumental in our campaign, sending over 1,000 emails to mayors and councillors, urging them to prioritize housing developments. This groundswell of advocacy underscores the collective desire for change and the importance of our message.



letsbuildon



Ontario needs  
more homes.

It's time to  
**SAY YES**



In our quest to diversify our approach and reach a broader audience, we expanded our campaign content, including launching a video series featuring Tony Irwin, FRPO's President and CEO. These videos have provided a personal touch to our advocacy, offering insights into the challenges and solutions in Ontario's housing sector, and have played a key role in boosting our online presence and engagement.

The campaign's momentum is not just measured in numbers but also in the growing awareness and dialogue around the need for more rental housing. By highlighting key issues and mobilizing support, we're fostering a community of advocates ready to champion change at the municipal level.

As we look to the future, the "Let's Build Ontario" campaign is poised to continue its advocacy with renewed energy. Our commitment to expanding rental housing in Ontario is unwavering, and we are excited to build on this year's achievements. Together, with the continued support of our members and the broader community, we will keep pushing for policies that facilitate the timely construction of rental homes, ensuring everyone in Ontario has access to affordable and quality housing.

The journey ahead is promising, and we are ready to tackle it head-on, advocating for a future where rental housing is accessible to all. Thank you to everyone who has joined us in saying "Yes" to more housing. Your support is the driving force behind our campaign's success.





## FRPO TEAM MEMBERS & BOARD



Federation of Rental-housing  
Providers of Ontario



**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:

Jason Ashdown,  
*Skyline Group of Companies*

### Vice-Chair:

1st Chair: Gloria Salomon,  
*Preston Group*

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 Grabel, *Morguard Corporation*

Margaret Herd, *Park Property Management Inc.*

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.*

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.



Federation of Rental-housing  
Providers of Ontario

## BECOME A MEMBER

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

801-67 Yonge Street  
Toronto, ON M5E 1J8

Toll-free: 877-688-1960  
Phone: 416-385-1100

## 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.

