

2010/11 annual report



Federation of Rental-housing Providers of Ontario



Defining moments

Chair's report

25 years as
The Voice of Ontario's Rental
Housing Industry



Allen Weinbaum, FRPO Chair



1 In the late summer of 1985, concerned landlords across Ontario held their first meeting together to explore new ways of dealing with the provincial government. Facing damaging rent control and social housing policies proposed by a newly elected Liberal-NDP minority government, the private rental industry in Ontario faced extreme challenges.

FRPO quickly became an effective and credible voice for landlords and property managers, and from its earliest days influenced government policy by advocating positions that were shown to be in the best interests of rental housing – for both landlords and tenants.

The past quarter century has seen FRPO battle many challenges that are nothing short of extraordinary, from retroactive rent controls imposed by the NDP in the early 1990's, to the impact of changes in the human rights code, to a monumental effort to secure vacancy-decontrol in the later 1990's, only to have to protect it following the 2003 provincial election of a government that committed to bring back “real” – and harmful – rent controls to Ontario.

Over 2010, FRPO continued to serve members through its government relations efforts on a broad range of regulatory threats against a healthy, vibrant rental housing sector:

- The province announced the lowest rent control guideline in Ontario's history: 0.7%. The 2011 guideline will be devastating to Ontario's rental stock and tenants, not allowing proper investment in the maintenance of Ontario's ageing rental stock.

FRPO is educating the government on the long-term consequences of the low rent guideline on the viability of private rental housing in Ontario, and advocating for the rent control guideline to be increased.

- The new 13% Harmonized Sales Tax (HST) took effect on July 1, 2010, contributing to about a 4.8% cost increase (6.4% when inflation is included) that landlords cannot recover due to rent control policies.

FRPO is actively seeking relief from the HST in the form of tax credits for energy efficiency or capital renovation projects, and other regulatory changes that would reduce industry costs. In 2009, FRPO obtained a valuable HST rebate for new rental housing construction.

- The government has introduced new accessibility standards under the *Ontarians with Disabilities Act*.

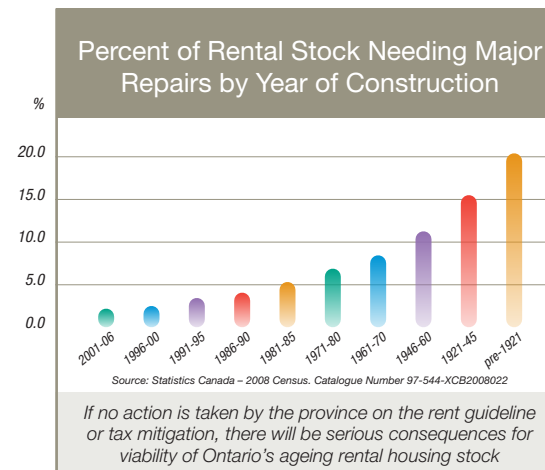
FRPO successfully lobbied against a cost prohibitive and unachievable retrofit requirement for accessibility standards which would have added over \$370 per unit in annual costs to existing buildings.

- The government approved new regulations and rules for sub-metering electricity consumption in rental housing buildings.

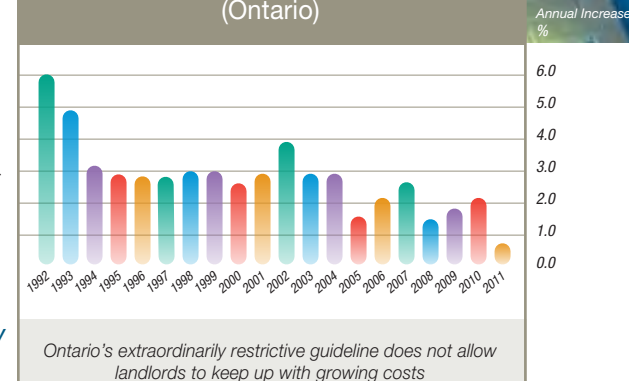
FRPO advocated for the rights of all rental housing providers to implement sub-metering energy conservation projects, and successfully obtained many positive changes that will allow landlords to provide new, prospective tenants with more control of their own electricity costs.

- Bed bug infestations are increasing across all types of private and public property across North America.

FRPO is persuading the government to adopt comprehensive, constructive solutions to educating the public and support for treatment strategies provided by landlords against bed bug infestations.



Historical Rent Control Guidelines (Ontario)



- 2
- Municipal Fire Inspectors are issuing costly orders to landlords on issues related to the audibility of fire alarms without the legislative authority to require a retrofit.

FRPO is leading an appeal of a decision by the Fire Code Commission upholding these orders to the Divisional Court.

- In an increasingly competitive housing market, tenants demand higher quality, good service and value for their rental housing dollar. Housing providers are striving to demonstrate that their rental housing buildings meet rigorous quality standards.

FRPO's Certified Rental Building (CRB) Program provides the needed quality assurance advantage that tenants demand. The CRB program, the first apartment building accreditation program in North America, is raising the standards of quality and professionalism across our industry.

Many of FRPO's successes are due to the volunteer support of numerous members on FRPO's Board of Directors and Committees. I want to thank them for their continued support as we look forward to a successful 2011.

Allan Weinbaum, Chair

Year-at-a-Glance

Government Relations

Low Rent Guideline:

- FRPO made this one of our top advocacy issues and is actively lobbying for at least 2% to be added to the current consumer price index-based annual rent guideline formula.

Favouritism of Homeowners Exposed:

- A report undertaken by FRPO and the CFAA showed that the federal government, the Ontario government and municipalities in Ontario discriminate against tenants. In Ontario, all three levels of government together provide \$2,629 in subsidies per homeowner household, versus \$395 per renter household, who have half the income as homeowners.

MPP Meetings:

- FRPO continues to be a constant presence at Queen's Park meeting with over two dozen MPPs and Cabinet Ministers over the past year, and participating in numerous government consultation meetings and hearings on behalf of landlords.

Suite Metering:

- FRPO appeared before the Standing Committee on General Government to advise the government on amendments required to the *Energy Consumer Protection Act* and related regulations to ensure a sensible approach to allowing individual metering and billing of tenants' electricity use. Regulations approved late in 2010 provide a stable framework for the industry to move forward.

Fire alarm inspections:

- FRPO is now leading a court challenge against a decision by the Fire Code Commission to allow retroactive retrofit orders without legislative authority.

Bed Bugs:

- In the face of legislative proposals that targeted landlords with costly, burdensome red tape, FRPO called for a more positive and cooperative approach by the provincial government. The province responded with comprehensive and effective recommendations to help property owners and residents battle the latest pest infestation problem.

Landlord Tenant Board:

- Participated in the Board's Stakeholder Advisory Committee meetings and provided direct input on new forms and guidelines. FRPO continues to advocate for changes that would reduce excessive statutory and hearing delays.

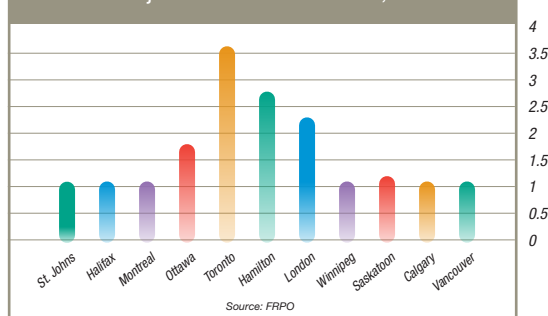
Affordable Housing:

- FRPO continued to advocate for the government to adopt a new Housing Benefit program to help low income households afford shelter costs.

Property Taxes:

- Unfair property taxation of tenants is one of the biggest factors affecting housing affordability, and FRPO is helping to educate residents and elected officials about the need for fair property tax rates for rental housing by promoting the www.fairtaxfairrent.ca campaign.

Multi-residential Tax Ratios
for Major Centers in Canada, 2007



Vince Brescia, President & CEO

Member Services

- Providing members value through 14 different bulk-purchase discount programs, including a new Merchant Services Program through Chase Paymentech
- FRPO's Appliance Replacement Program helped members replace over 26,000 old refrigerators with new energy efficient models

- Educated over 250 landlords and property management staff with FRPO's RTA Re-fresher seminar series in Ottawa, Cambridge and Toronto, including a new focus on human rights law
- Hosted other seminars and webinars on economic/market updates, bed bugs, debt collection, energy efficiency and HST strategies
- Handled over 100 legal inquiry cases for member landlords
- Distributed 26 electronic update bulletins to members on key industry news
- Bi-monthly FE Magazine – free for FRPO Members – also serves as a key communications tool to government officials and politicians



FRPO's FE Magazine



Donna Cansfield, Parliamentary Assistant to the Minister of Housing, presents a commemorative plaque from the Premier of Ontario in recognition of FRPO's 25th Anniversary

- Conducted a strategic policy retreat for members in conjunction with the National Multi-Housing Council Conference in Boca Raton, Florida
- FRPO's 6th Annual Golf Classic raised a record \$26,000 for Interval House charity
- Helped members collect hundreds of thousands of lbs of food province-wide for the Spring HOPE Food Drive
- Launched the Federation of Rental-housing Providers of Ontario Scholarship in partnership with Humber College

- Record attendance and record number of award nominations for the December 2009 FRPO MAC Awards Gala, featuring Kevin O'Leary and Tim Hudak, MPP, as guest speakers.
- Celebrated FRPO's 25th Anniversary Party with 150 members and guests, featuring Donna Cansfield, MPP, PC Leader Tim Hudak and Former Premier Mike Harris
- Launched @FRPOFACTS on Twitter and the FRPO facebook site

Policy Submissions

- Improving Ontario's Rent Regulation Guideline (December 2009)
- Mitigating the Impact of the HST on Landlords and Tenants in Ontario (January 2010)
- Comment on Suite Metering Provisions under Bill 235, The Energy Consumer Protection Act (March 2010)
- Proposed amendments to Ontario Regulation 516/06, FRPO Opposition to Abolition of AGI Recovery of HST Costs (May 2010)
- A Bed Bug Prevention Strategy for Ontario (October 2010)
- The Provincial Policy Statement: Removing Barriers to Housing Supply (October 2010)

Certified Rental Building (CRB) Program



- There are now over 700 "fully-certified" multi-residential apartment buildings in Ontario
- The program enrolment has grown to over 95,000 suites and 1,400 buildings.
- CRB program website now receives approximately 1,800 visits a month.
- Over a 1,000 employees have completed the program's training & education component.
- The program was the recipient of the CSAE's Make a Better Canada award for Ethical, Technical, or Professional Standards

Executive Committee

CHAIR:

David Horwood, Effort Trust



MEMBERS:

Ugo Bizzarri, Timbercreek Asset Management;
Paul Chisholm, Berkley Property Management Corp.;
Margaret Herd, Park Property;
Ken Kirsh, Sterling Silver Development;
John Stang, Minto Developments Inc.;
Allen Wienbaum, WJ Properties;
Bill Zigomanis, Boardwalk Residential.

The Executive Committee is responsible for managing activity and providing strategic direction at FRPO between Board of Directors meetings. Members have continued to make key policy decisions regarding financial statements and to monitor the activities of FRPO committees.

Finance Committee

CHAIR:

Paul Chisholm, Berkley Property Management Corp.



MEMBERS:

Robin Bookbinder, Pinedale Properties;
Tony Allen, Ozz Corporation.

The Finance Committee directs FRPO's financial management, as well as makes recommendations to the Board of Directors on pertinent issues. Continuing to uphold strong financial accountability for FRPO, the Committee meets regularly and privately with the accountants, the Board of Directors, and with FRPO management, to review accounting, auditing, internal controls, financial reporting matters. FRPO's annual audit is based on an examination conducted in accordance with generally accepted accounting standards, and includes a review of the internal control structure, as well as tests of accounting procedures and records.

Political Action Committee

CHAIR:

Alan Greenberg, Minto Developments Inc.



MEMBERS:

Ugo Bizzarri, Timbercreek Asset Management;
Robin Bookbinder, Pinedale Properties;
David Horwood, Effort Trust;
Ken Kirsh, Sterling Silver Development;
Brent Merrill, Metcap Living Inc.;
Allan Weinbaum, WJ Properties.

The committee developed an overall strategy for achieving government relations progress on key industry issues. The committee developed critical input on FRPO's plan to publicly address challenges related to the newly implemented harmonized sales tax (HST), the eviction process and rent control. The committee continued to work to ensure our industry's message is being properly and effectively conveyed to government, the media and the public.

Landlord and Tenant Committee

CHAIR:

Joe Hoffer, Cohen Highly LLP



MEMBERS:

Paul Cappa, Cohen Highly LLP;
Robert Doumani, Aird & Berlis LLP;
Eric Ferguson, O'Shanter Developments Inc.
Debra Fine, Debra Fine Barrister & Solicitor;
Tom Halinski, Aird & Berlis LLP;
Jeff Hutchison, Timbercreek Asset Management;
David Lyman, Dickie & Lyman LLP;
Jim Moak, Paralegal Services Inc.;
Joy Overtveld, Milton Geller LLP;
Tyler Seaman, Oxford Properties
Neil Sigler, Parkway Realty Ltd.;
Allan Weinbaum, W.J. Properties;
Martin Zarnett, Sandlar Gordon Barristers & Solicitors.

The Landlord and Tenant Committee addresses matters related to the security of tenure and other landlord and tenant relationship issues. The committee makes recommendations to FRPO's Board of Directors on policies related to the legislative, regulatory and legal issues that affect residential tenancy procedures, as well as the quality and fairness of the adjudication system that resolves landlord-tenant disputes. The committee played a valuable role to FRPO members through review of the Landlord Tenant Board's suite metering forms, and extensive input on numerous new rules and guidelines of the Landlord Tenant Boards.

Legislation and Regulations Committee

CHAIR:

Allan Weinbaum, W.J. Properties



MEMBERS:

Debra Fine, Debra Fine, Barrister & Solicitor;
Joe Hoffer, Cohen Highly LLP;
Joy Overtveld, Milton, Geller LLP;
Steve Weinrieb, Park Property Management.

The Legislation and Regulations Committee proactively monitors and responds to legislative issues that impact our industry beyond the scope of residential tenancy legislation. Key issues addressed by this committee include those related to labour law and workplace safety, real estate transaction law, fire and building code regulations, crime and security and the legal liability of landlords, and responding to any provincial private members' bills that impact the rental housing sector.

Rent Control Committee

CHAIR:

John Dickie, Dickie & Lyman LLP



MEMBERS:

Paul Cappa, Cohen Highley LLP;
Tom Deutsch, Parkway Realty Ltd.;
Robert Doumani, Aird & Berlis LLP;
Tom Halinski, Aird & Berlis LLP;
Margaret Herd, Park Properties;
Joe Hoffer, Cohen Highley LLP;
Jeff Hutchison, Timbercreek Asset Management;
Joy Overtveld, Milton, Geller LLP;
Heather Waese, SPAR Property Consultants Ltd.;
Allan Weinbaum, W.J. Properties.

The Rent Control Committee helps FRPO develop policies that promote the benefits of free-market rental-housing for Ontario. Together with the Landlord and Tenant Committee, the Rent Control Committee provided comment and input on numerous new rules, guidelines, forms and brochures at the Landlord Tenant Board, as well as on any Residential Tenancy Act provisions related to rent regulation, discounts, deposits and other rules. Over the years, this committee has worked tirelessly to advocate for rent regulation policies that promote a healthy rental market.

Regional Committee

CHAIR:

Arun Pathak, Hamilton and District Apartment Association



MEMBERS:

Brad Butt, Greater Toronto Apartment Association;
Kim Walker, London Property Management Association;
John Dickie, Eastern Ontario Landlord Organization;
Bruce Henderson, Dawson Properties Ltd.. (Thunder Bay);

Anthony Koziol, Hirsch Habitats Ltd. (North Bay);

Charles Lumley, Quinte District Landlords' Association;

Steven Manders, Kingston Rental Property Owners;

Doug Simmons, Sudbury District Landlords' Association;

Larry Smith, Waterloo Regional Apartment Managers' Association;

Glenn Trachsel, Waterloo Regional Apartment Managers' Association.

The Regional Associations Committee continued to meet regularly to exchange information from the various regions of the province. As a province-wide organization, FRPO is committed to providing up-to-date information to local members across Ontario on the priorities and activities of our association. In addition, the Regional Committee creates an open forum for associations to provide the Committee with feedback and updates at a local level. The information exchange through the Committee assists FRPO in developing its policy positions and responses to issues as they arise throughout the year. The meetings also provide opportunities for local associations to offer advice, support and assistance to one another in addressing common concerns and challenges in the industry.

Utilities Committee

CHAIR:

David Horwood, Effort Trust



MEMBERS:

Tony Allen, Retired Executive;
Robin Bookbinder, Pinedale Properties Ltd.;
Paul Chisholm, Berkley Property Management;
Jason Craig, ECNG Limited Partnership;



Until FRPO, there was no comprehensive voice to speak for the providers of rental accommodation to government, the public, tenants, news media or financial institutions.

Until FRPO, there was no comprehensive voice to speak for the providers of rental accommodation to government, the public, tenants, news media or financial institutions.



Award Winners

2010 FRPO MAC Award Winners

FRPO's Annual MAC (Marketing, Achievement and Construction) Awards highlight the positive things that our members are achieving and celebrate the industry's accomplishments. The FRPO MAC Awards ensure achievements by landlords, managers, building staff and other industry participants are not overlooked.

Lifetime Achievement Award

☀ W. Bernard Herman

Property Management Advertisement – Single Project

☀ CAPREIT

Property Management Advertisement – Corporate Branding

☀ Oxford Properties Group

Curb Appeal Award

☀ Skyline Apartment REIT – Wyndamere Apartments

Property Management Website Award – Corporate Branding

☀ CAPREIT

Property Management Website Award – Specific Property

☀ Greenwin – The Oaks

Lobby Renovation of the Year Award

☀ Greenrock Property Management Limited – 45 Balliol

Suite Renovation Award – Under \$5000

☀ Schickedanz Bros. – 505 Cummer Ave

Suite Renovation Award – Over \$5000

☀ Timbercreek Asset Management – Manhattan Towers

Rental Development Award – High Rise

☀ Skyline Apartment REIT – Place Saint Marie

Environmental Award of Excellence

☀ CAPREIT

Outstanding Community Service

☀ Skyline Apartment REIT

Leasing Professional of the Year

☀ Tracey Fisher – Greenwin

Property Manager of the Year

☀ Janet Chamberlain – CAPREIT

Resident Manager of the Year

☀ Stan Jacob – Skyline Apartment REIT

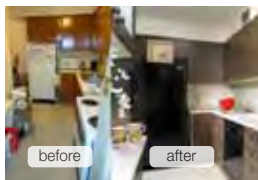
Customer Service Award of Excellence

☀ Morguard Residential – 160 Chapel



Lifetime Achievement Award –
W. Bernard Herman

The CBC's Peter Mansbridge congratulated Mr. Herman for receiving this honour at FRPO's Awards Gala on Dec 2, 2010.



Suite Renovation Award –
Under \$5000
Schickedanz Bros. for 505 Cummer Avenue, Toronto ON



Environmental Award of Excellence
CAPREIT



Resident Manager of the Year
Stan Jacob, Skyline Apartment REIT

2010/11 Board of Directors

CHAIR

Allan Weinbaum, WJ Properties

PAST CHAIR

David Horwood, The Effort Trust Company

TREASURER

Paul Chisholm, Berkley Property Management

Jason Ashdown, Skyline Apartment REIT

Ugo Bizzarri, Timbercreek Asset Management Inc.

Mike Bolahood, Transglobe Property Management

Robin Bookbinder, Pinedale Properties Ltd.

John W. Dickie, Dickie & Lyman Lawyers LLP

Kevin Green, Greenwin

Margaret Herd, Park Property Management Inc.

Harvey Katz, Esam Group

Mark Kenney, CAPREIT

Ken Kirsh, Sterling Silver Development

Gary Lee, GWL Realty Advisors Inc.

Brian McCauley, Concert Properties Inc.

Brent Merrill, MetCap Living

Tyler Seaman, Oxford Properties Group

John Stang, Minto Management Ltd.

Glenn Trachsel, Waterloo Regional Apartment

Managers Association

Bill Zigomanis, Boardwalk Rental Communities

FRPO

The Federation of Rental-housing
Providers of Ontario



Vince Brescia
President & CEO



Ted Whitehead
Director of Certification



Mike Chopowick
Manager of Policy



Lynzi Michal
Membership Services Manager



Laurie Cooper
Administrator

Contact

Toll Free: 1.877.688.1960

Phone: 416.385.1100 ■ Fax: 416.385.7112 ■ info@frpo.org
www.frpo.org

FRPO ■ 20 Upjohn Road, Suite 105, Toronto, Ontario M3B 2V9

Our Profile



The Federation of Rental-housing Providers of Ontario (FRPO) is the province's leading advocate for quality rental housing. We represent a wide range of multi-residential housing providers who supply and manage homes for over 250,000 households across Ontario.

We are promoting a healthy and competitive rental housing industry by ensuring the impact of legislative and regulatory changes serve the best interests of landlords and tenants.

Our Mission

Our mission is to provide the highest quality services to our members through education, policy development and advocacy. We will do this through:

- ☀ Upholding public policies that support the availability of quality housing
- ☀ 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 industry best practices
- ☀ Promoting industry best practices, fair conduct and professional standards of our members
- ☀ Fostering better communication and information sharing among 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.



Our Objective

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.