2010/11 annual report

Infrpo

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

air VO



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.

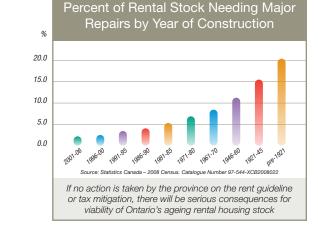
FRPO successfully lobbied against a cost prohibitive and unachievable retrofit requirement for accessibility standards which would have added over \$370 per unit in annual costs to existing buildings.

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

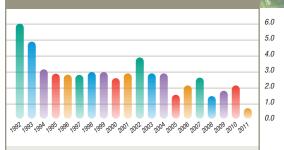
FRPO advocated for the rights of all rental housing providers to implement sub-metering energy conservation projects, and successfully obtained many positive changes that will allow landlords to provide new, prospective tenants with more control of their own electricity costs.

 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)



Ontario's extraordinarily restrictive guideline does not allow landlords to keep up with growing costs

• 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 American, 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.

ince Brescia, President & CEO

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 ct. Johns Halfat wonteal Otana Torono Hanilton Unition winnings school calgers mound

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Member Services

- Providing members value through 14 different bulkpurchase 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 riahts 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

House charity

Humber College

Drive



Donna Cansfield, Parliamentary tive plaque from the Premier of Ontario in recognition of FRPO's

- 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 quest 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)



- 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



Conducted a strategic policy retreat

the National Multi-Housing Council

Conference in Boca Raton, Florida

raised a record \$26,000 for Interval

of thousands of lbs of food province-

Rental-housing Providers of Ontario

wide for the Spring HOPE Food

Scholarship in partnership with

for members in conjunction with

REMENT VACANCY INCHEA

FRPO's FE Magazine



Committees



Executive Committee

CHAIR: David Horwood, Effort Trust



MEMBERS:

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Ugo Bizzarri, Timbercreek Asset Management; Paul Chisholm. Berklev Property Management Corp.;

Margaret Herd, Park Property: Ken Kirsh, Sterling Silver Development; John Stang, Minto Developments Inc.; Allen Wienbaum, WJ Properties:

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. Berklev 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'Shanrter 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.: Jov Overtveld. Milton Geller LLP: Tyler Seaman, Oxford Properties Neil Sigler, Parkway Realty Ltd.; Allan Weinbaum, W.J. Propertyies; 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 Highley LLP; Jov 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 Bav):

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.

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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;



Bill Zigomanis, Boardwalk Residential.





Committees cont'd

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L-R: Sons of FRPO Co-founder and 1987-90 Chair, the late John Bassel (Chris Bassel and Rob Piku Past FRPO President Phil Dewan; Past Chairs David Horwood (2008-10) & Florence Minz (1990-93) President & CEO Vince Brescia; Past chair Rob Herman (1993-95). Sitting: FRPO's 1st Chair Bill Grenier (1985-87); Current Chair Allan Weinbaum

Bill Grenier, Founder and Chair of FRPO (1985-1987) 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. Haroon Gafur, M&R Property Management;
Mark Kesseler, Greenwin Property Management;
Mike McGee, Energy Profiles;
Peter Mills, Stratacon;
Dan Pastoric, ECNG Limited Partnership;
John Sirilas, Timbercreek Asset Management.

The Utilities Committee assists FRPO in addressing the increasing importance of issues related to electricity, gas, water, waste management services and any other matter impacting energy conservation and environmental sustainability in our industry. In 2009, the Committee was focused on advocating for workable submetering legislation, practical Ontario Energy Board policies, and an energy conservation program for rental housing. The committee also developed and launched the FRPO appliance replacement program, which has helped members replace over 12,000 old appliances with new energy efficient models since the program was launched in 2008.

Certification Committee

CHAIR:

Martin Tovey, Minto Management Inc.

MEMBERS:

 Amin Rahim, Vertica Resident Services;
 Yehudi Hendler, Y. L. Hendler Ltd.;
 Mr. Bruno Colavecchia, Peel Living;
 Mr. Jeff Hutchison, Timbercreek Asset Management Inc.;
 Geoff Younghusband, Osgoode Property Management;
 Randy Daiter, O'Shanter Developments Company Ltd..



The focus of efforts over the past year was to strengthen the program's risk management practices, continuously improve on the program's Standards of Practice, and to continue to build awareness with Ontario landlords and rental housing consumers. To bolster our risk management practices, a new Random Audit program was introduced and 53 successful random audits were conducted over the year. Two new Standards of Practice were introduced and seven current ones were upgraded to reflect increased requirements. Five public launches of the program and 14 member-only launches were conducted garnering excellent media coverage and profile for the CRB program and the respective members.

RPO held its first Investment Forum in 201



Governance Committee

CHAIR: Marv Sadowski, Sterling Karamar Property Management

MEMBERS: Heather Waese, SPAR Property Consultants; Justin Taylor, Bank of Nova Scotia; Tony Allan, Retired Executive; Sam Grossman, Retired Executive.

The past year was a busy one, as members reviewed and gave their final approval to over 400 buildings to receive official "certification" status. In addition, the committee reviewed 51 tenant inquiries and the action taken by participating members to ensure that stakeholder interests were being properly maintained and upheld. The committee also provided valued input on the audit reporting process and the development of the new Random Audit Program.



ormer Premier Mike Harris personally congratulated FRPO on its 25th Anniversary

Membership and Member Services

MEMBERS:

Peter Altobelli, Yardi Systems Inc.; Robin Bookbinder, Pinedale Properties Ltd.; Paul Chisholm, Berkley Property Management; Darlene Davis, Stratacon; Ruth Grabel, Morguard; Jim Mathewson, ICI Paints; Anne Meinschenk, Metcap Living; Christine Tonus, Mediapeach.

The Membership and Member Services Committee pursues and develops additional member programs and services to help property owners and managers improve their buildings and businesses. Overall, these benefits included an ongoing program of education seminars, social events, and membership information sessions. Especially successful were the 2010 FRPO Golf Classic, which raised over \$26,000 for the Interval House shelter, and the Annual Awards Gala, which last year attracted a record number of award nominations and attendees.

Over 2010 the committee helped FRPO deliver a series of education seminars on social, bed bug prevention, energy efficiency, debt collection and FRPO's first Investment Forum.

With the assistance and support of our current members, FRPO looks forward to the continued growth of the membership in years to come. This allows us to continue to positively impact our industry to the benefit of landlords and tenants.

Public Relations Committee MEMBERS:

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Dan Acre, Cogir Management;

Peter Altobelli, Yardi Systems; Vito Campisi, CMHC; John Dickie, Dickie and Lyman; Janis Duley, Greenwin; David Eisenstadt, The Communications Group Inc.; Sheryl Erenberg, Sheryl Erenberg and Associates; Brenda Hajdu, Fuller Landau; Bonnie Hoy, Bonnie Hoy & Associates; Bob Helyar, Robert Helyar Consulting; Anne Meinschenk, Metcap Living; Kim Reid; Taeus Group; B.J. Santavy, Skyline Management; Christine Tonus, Mediapeach;

Christine Tonus, Mediapeach; Michael Wright, A-Team Strategies.

FRPO's Public Relations Committee is responsible for developing a comprehensive strategy for improving and enhancing the overall image of the FRPO as an industry association, promoting the positive aspects of Ontario's private rental housing sector and building credibility and strength of the industry and our members. This year the committee developed and launched a post-secondary scholarship (the Federation of Rental-housing Providers of Ontario Scholarship) in partnership with Humber College. The committee is working on public relations initiatives designed to strengthen awareness of FRPO's role within the industry and promote the value and benefits of rental living to the general public.

2010 FRPO MAC Award Winners

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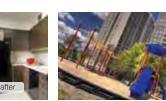
FRPO's Annual MAC (Marketing, Achievement and Construction) Awards highlight the positive things that our members are achieving and celebrate the industry's accomplishments. The FRPO MAC Awards ensure achievements by landlords, managers, building staff and other industry participants are not overlooked.

Lifetime Achievement Award	Suite Renovation Award – Over \$5000
₩ W. Bernard Herman	💥 Timbercreek Asset Management – Manhattan Towers
Property Management Advertisement – Single Project	Rental Development Award – High Rise
★ CAPREIT	🌟 Skyline Apartment REIT – Place Saint Marie
Property Management Advertisement – Corporate Branding	Environmental Award of Excellence
★ Oxford Properties Group	₩ CAPREIT
Curb Appeal Award	Outstanding Community Service
₭yline Apartment REIT – Wyndamere Apartments	⋇ Skyline Apartment REIT
Property Management Website Award - Corporate Branding	Leasing Professional of the Year
★ CAPREIT	🌞 Tracey Fisher – Greenwin
Property Management Website Award – Specific Property	Property Manager of the Year
¥ Greenwin – The Oaks	💥 Janet Chamberlain – CAPREIT
Lobby Renovation of the Year Award	Resident Manager of the Year
♣ Greenrock Property Management Limited – 45 Balliol	🌟 Stan Jacob – Skyline Apartment REIT
Suite Renovation Award - Under \$5000	Customer Service Award of Excellence

Suite Renovation Award – Under \$5000 ₭ Schickedanz Bros. – 505 Cummer Ave



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.



Morguard Residential – 160 Chapel



Under \$5000

Avenue. Toronto ON

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

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FRPO The Federation of Rental-housing Providers of Ontario



Vince Brescia

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Manager of Policy

Lynzi Michal



Laurie Cooper







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.

Dur Mission

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

- st 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
- st Informative and educational training sessions on regulatory issues and industry best practices
- st Promoting industry best practices, fair conduct and professional standards of our members
- st 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.



Dur 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.

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