Federation of Rental-housing Providers of Ontario's

CERTIFIED RENTAL BUILDING™ PROGRAM
Member's Manual

CONTACT INFORMATION

Certified Rental Building™ Program

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AN INTRODUCTION TO THE CERTIFIED RENTAL BUILDING™ PROGRAM:

The Certified Rental Building™ Program (CRBP) is North America's first and only quality assurance assessment and certification program for the multi-res rental housing industry. Established in 2008 by the Federation of Rental-housing Providers of Ontario, it currently operates in both Ontario and British Columbia marketplaces. CRBP focuses on environmental, social, and corporate governance factors that help promote and differentiate quality within the multi-res industry. From a direct stakeholder (asset/property manager & residents) perspective, CRBP provides a third-party verified assurance that multi-res buildings are well-run, well managed and well-maintained and that they represent a quality asset.

Three mandatory elements underpin the foundation of the Certified Rental Building™ Program:

- Standards of Practice
- Training & Education
- Risk Management

a) Standards of Practice

Standards of Practice are the industry-leading processes, routines and activities that foster professional management and quality service. They are the authoritative statements of overall minimum requirements that member property management firms need to be in compliance with at all times. They establish a defined set of baseline expectations for prudent and effective management of multi-res properties, ranging from employee management to environmental leadership, to daily building operations and resident servicing.

Under the Certified Rental Building™ Program, standards fall within six elements or areas.

❖ *Human Resource Standards*
Human resource standards are designed to promote employee professionalism and safety. They focus on employer practices that enhance employee knowledge, competence, professionalism and satisfaction. These standards help ensure employees are treated fairly, encouraged to learn about the industry and have an opportunity to grow on the job.

❖ *Resident Management Standards*
Resident management standards promote resident satisfaction and focus on how residents are engaged with to ensure good quality service is provided to them. They outline minimum practices that must be in place in order to facilitate respectful communication and interactions between residents and building owners/managers.

❖ *Operations Management Standards*
Operations management standards promote well-run, well managed buildings. They focus on how the daily operations of multi-unit residential buildings are carried out and being managed. They address the importance of having appropriate procedures and plans that promote efficiency, transparency and accountability.

❖ *Financial/Risk Management Standards of Practice*
Financial/Risk Management Standards focus on ensuring prudent financial and risk management practices are in use. They emphasize sound financial operations, continued asset re-investment, and effective management of various business risks.

❖ *Environmental Management Standards*
Environmental Management Standards promote environmental responsibility and enhanced sustainability by reducing energy/water consumption, reducing waste and increasing recycling and working with residents to "green" apartment communities and lower their environmental footprint.

❖ *State of Condition Standards*
State of Condition Standards promote well maintained buildings and focus on ensuring the physical structure of the building and surrounding property are safe, well-maintained and provide acceptable living conditions for residents.

While there are 54 Standards of Practice within these six program areas, each standard in fact, incorporates a number of requirements or different strategies and prerequisites that must be met in order to achieve certification. Appendix A outlines the various standards of practice and the close to 350+ specific requirements/212+ consolidated requirements that must be implemented.

b) *Risk Management - Third Party Standards Verification and Auditing*

The Certified Rental Building™ Program is an evidence-based quality assurance program and as such, an independent third-party audit process is a fundamental component to this program. This means that in order to achieve certification, each standard and requirement must be independently confirmed through actual evidence and by a third-party audit verification process.

The CRBP does not include levels of certification. It is an all or nothing process. Standards are either met, or they are not, and all standards must be met in order to achieve certification. If required documentation is missing or a specific requirement has not been fully met, Property Managers may be given an opportunity to provide and submit the evidence required to meet the standard.

Following a one-time audit of all buildings that are to be certified within a Property Manager's portfolio, three years thereafter, a random sample of 25% of the portfolio is reassessed and recertified annually. This will continue on each year ensuring all buildings are reassessed within a 4-year time frame. NOTE: the CRBP also employs regular random site audits as an added measure of scrutiny.

c) *Training and Education*

Professionalism, enhanced skills, and positive employee learning goes hand-in-hand with a successful industry accreditation program. From the outset, the Certified Rental Building™ Program was designed to ensure that training/education would play an significant role in the program's overall "quality equation". The program requires building staff to complete several mandatory educational training courses. Additionally, many of the program's standards focus on ensuring opportunities for staff training, education and personal enhancement.

In addition to courses designed to ensure staff understand requirements and obligations under the Certified Rental Building™ Program, all frontline building staff are required to participate in the CRB Ambassadors Training Program, complete training on how to ensure the delivery of accessible customer service and to communicate with people with a range of disabilities, and to complete an environmental leadership training course.

WHY WAS THE CRBP CREATED?

Accredited certification programs provide recognition of competency, demonstrate commitment to an industry/sector, serve as proof of ability and express a commitment to ongoing due-diligence. They provide investors with an indication of asset and portfolio performance that extends beyond just financial well-being.

Around the globe, certification programs solely focused on the multi-residential rental sector are few and far between. While there are a number of commercial building certification models, assessment tools and/or best practice guidance available in the real estate marketplace today, they simply do not fully address the complexities and nuances of the multi residential rental sector and the different challenges faced by owners/managers and residents alike. In order to fill this gap and address the multifaceted needs of multi-res property managers and owners, the Federation of Rental-housing Providers on Ontario established the Certified Rental Building™ Program in June, 2008.

The CRBP was also created in part to address a barrage of criticism the industry faces with the press painting a negative picture of landlords as generally "greedy and uncaring". Once again, the Certified Rental Building™ program with its focus on environmental, social, and corporate governance factors was created to differentiate "good" landlords and professional property managers from "bad: landlords. CRBP "certification" provides tangible evidence that refutes these perceptions and builds consumer confidence that enriches the image and reputation of the industry.

WHO CAN PARTICIPATE IN THE CRBP?

The Certified Rental Building™ Program is open to Property Managers and their associated buildings both large and small, that operate in either Ontario or British Columbia. The only pre-requite for inclusion in the CRBP is that organizations are members in good standing of the Federation of Rental housing Providers of Ontario and/or LandlordBC and have the organizational capacity to meet the standards and requirements of the program. (Note: In 2021, FRPO is considering plans for expanding CRBP to other provinces.)

WHAT ARE THE CRB CORE VALUES?

The Certified Rental Building™ Program is based upon a set of core values and principles that have guided the development of its standards of practice and various requirements.

These core values include:

- ❖ Quality
- ❖ Service
- ❖ Caring
- ❖ Integrity
- ❖ Leadership

- ❖ Professionalism
- ❖ Accountability
- ❖ Sustainability
- ❖ Environmental Responsibility
- ❖ Social Responsibility

WHAT IS THE CRB CODE OF CONDUCT?

The Certified Rental Building™ Program is managed and operated by the Federation of Rental-housing Providers of Ontario (FRPO). FRPO's mission is to represent and protect the interests of all Multi Residential Apartment Building stakeholders through the promotion of fair rental-housing

practices in Ontario and across Canada. FRPO members are dedicated to enhancing effective communication between building owners and customers, maintaining the highest standards of building management practices and ensuring effective representation of the industry with the public at large and with all levels of government.

The Certified Rental Building™ Program's Code of Conduct builds upon FRPO's mission and is a guide for the actions of all members in their daily management of buildings entered into the program and that have been granted certification status. This Code states:

1. Members shall abide by the bylaws of the FRPO and the Terms and Conditions governing the Certified Rental Building™ Program. They will act in a conscientious way with their customers and a manner worthy of being a member of FRPO.

2. Members shall operate the business of providing rental accommodation in a professional manner with high standards of integrity and honesty in their dealings with all stakeholders including customers, suppliers, employees and contractors.

3. Members will strive to provide an environment, which is safe and secure for customers and employees.

4. Members shall make every effort to comply with the requirements of the Certified Rental Building™ Program including municipal, provincial and federal legislation and by-laws, which apply to residential tenancies and the operation of residential buildings.

5. Members shall not discriminate against any person on the basis of race, colour, creed, gender, sexual orientation, family status, national origin, receipt of public assistance or source of income.

6. Members shall bring to the attention of the Program's Administration as well as endeavour to change any laws or government policies, which are discriminatory, inequitable or prejudicial to either rental housing providers or customers.

7. Members shall seek to establish and maintain relationships with their customers that are based on mutual respect as well as recognition and acceptance of the rights and responsibilities of both customers and building management employees.

8. Members shall make every effort to resolve disputes in good faith, first within their own organization and secondly through the mediation services of the Landlord and Tenant Board, where reasonable and applicable. Members shall participate in such processes in good faith and make every effort to contribute to speedy resolutions.

9. Members shall strive to maintain and continually improve the professional standards of their business through education, training and information exchange and shall act in a manner that will enhance the image and goodwill of the rental housing industry, the Organization and its Members.

10. Every Member shall endeavour to protect the public against fraud, misrepresentation and unethical practices.

Members of the Program and their certified buildings are subject to adherence of these term and conditions.

CRBP GOVERNANCE

Governance encompasses the processes by which organisations and programs are directed, controlled and held to account. Governance influences how an organisation's objectives are set and achieved, how risk is monitored and addressed and how performance is optimised.   It includes the authority, accountability, leadership, direction and control exercised in an organisation.

More specifically, governance and oversight can help ensure:

- Due diligence takes place before key decisions are made.
- Policies and strategies are being implemented as intended.
- Key risks are identified, monitored, and mitigated.
- Business processes and systems are working well.
- Expected results are being achieved.
- Value for money is obtained.
- Activities comply with policies, laws, regulations, and ethical standards.
- Developing areas of concern are being dealt with.
- Assets are being safeguarded.
- Continuous improvement is taking place.

Governance is a defining principle for how the CRBP was developed and expectations on how the program operates. Two key committees help provide the oversight and guidance

CRBP Governance Committee

As a formal Committee of FRPO's Board of Directors, The CRBP Governance committee oversees the management processes and structures that support the Certified Rental Building™ Program. It assumes responsibility for the oversight of the program and the enhancement of value to customers, members, and key industry stakeholders. This includes ensuring the development and management of consistent and cohesive policies, standards/best-practices, processes and auditing-principles pertaining to the program.

More specifically, the roles and responsibilities of the CRBP Governance Committee include:

- ❖ Ensuring the Certified Rental-Building™ Program is being conducted under the highest standards of honesty, fairness and integrity, and that members receiving "Certified Rental Building" status for their buildings are conducting themselves in accordance with FRPO's code of conduct.

- ❖ Ensuring the interests and rights of all stakeholders are being recognized in accordance with the program's objectives and principles.

- ❖ Overseeing the management of the program to ensure that members are receiving value for their investment and that a continuous improvement regime permeates the program.

- ❖ Overseeing the management of the program to ensure that the customer objectives for the program are being met and/or exceeded at all times. This encompasses protecting renters from renting poor quality or poorly maintained rental units and making it easy for them to identify good multi-residential apartment buildings from bad multi-residential apartment buildings and good landlords from bad landlords.

- ❖ Reviewing and approving the program's strategic plan, annual operating budget, and the program fee structure for members

CRBP Certification Committee
The CRBP Certification committee provides general oversight over the annual business plan and daily operations of the program.

More specifically, the roles and responsibilities of the CRBP Certification Committee include:

❖ Providing general stewardship ensuring that the CRB program continues to add ongoing value to its members, rental-housing consumers, municipal/provincial government stakeholders, and other related groups.

❖ Providing advice & counsel to the Director of Certification on various aspects of CRBP and potential impacts on property managers, renters, government, and the industry overall.

❖ Acting as a sounding board and providing guidance/direction on the overall business strategy & day-today tactical operations

❖ Assisting in the areas of sales growth, member renewal, and audit-related issues that may arise from time to time

❖ Acting as a "decision" body on key business aspects impacting the program – i.e., standard contract provisions, program pricing, auditor contracts, new SOPs, brand marks/imaging, member & consumer marketing, etc.

ESG, SUSTAINABILITY AND THE CRBP

The term sustainability refers to a three-tiered process encompassing environmental well-being, social justice issues and economic prosperity. By definition, sustainability refers to actions, activities and approaches that focus on meeting the needs of the present without compromising the ability of future generations to meet their needs.

For some, environmental factors are the cornerstone of sustainability. Environmental factors focus on how an organization uses natural resources, how its operations impact the environment, and how the organization manages climate change risk. However, the basis of sustainability principles goes well beyond environmental benefits.

Social criteria look at an organization's business relationships with its key stakeholder groups. They highlight how organizations manage their relationships with employees, suppliers, customers and the communities where they live, work and operate. These relationships gauge the contribution a company makes to general society as a responsible corporate citizen; the degree to which working conditions show high regard for the health and safety of its employees', contractors and others; and encourage community volunteerism. They address the question, "how well does your organization adapt to the social trends of the day and the pressure they exert on business models and long-term profitability?"

Corporate Governance factors measure the quality and robustness of a company's internal structures and practices, its accountability and wider transparency framework. Measures of governance can include board structure and composition, board independence, overall risk management approach, executive compensation, strategic alliances and alignments and auditor independence, to name but a few.

Through implementation of the Certified Rental Building™ Programs' Standards of Practice and third-party audit verification process, ESG and sustainability efforts are inherently integrated into strategy and operations.

With a six-pronged focus covering Human Resources, Resident Servicing, Building Operations, Financial/Risk Management, Environmental Management, as well as State of Condition Standards and associated requirements, the Certified Rental Building™ Program helps ensure the development of initiatives that can potentially set them apart from others within the industry and that can provide a framework to infuse the organization with a sense of purpose for sustainability, good governance and resiliency.

A rapidly rising trend amongst global real estate companies is participation in GRESB (formerly called the Global Real Estate Sustainability Benchmark). GRESB was initially developed to assist the investment community in assessing the sustainability performance of real estate portfolios. GRESB currently provides standardized and validated data to capital markets through the assessment of a company's Environmental, Social and Governance (ESG) performance. The Assessment evaluates real asset performance against three specific ESG Components - Management, Performance, and Development.

From a real estate coverage perspective, according to GRESB, 1,229 (2019: 1,005) property companies, REITs, private equity funds and real estate developers participated in the 2020 Real Estate Assessment, generating a benchmark that covers US $4.8 trillion AuM (2019: 4.1 trillion). This data is used by institutional and financial investors to make decisions that are leading to a more sustainable real asset industry.

FRPO's Certified Rental Building™ Program is part of the GRESB list of recognized and approved Building Certification Schemes and "operational green building certification" programs. CRBP participation and certification is being used by number of major multi-res real estate organizations to positively impact their overall GRESB scores and performance.

THE LIVING GREEN TOGETHER™ ENVIRONMENTAL STANDARDS

At inception, the Certified Rental Building™ program and its standards of practice were centered on ensuring well-run and professionally managed multi-unit residential rental buildings.

With studies indicating that the multi-res industry is a key contributor to Canada's carbon-emissions, contributing somewhere between 6% to 13% annually, the industry was becoming a prime target for governments to focus on, in their quest to meet their carbon-emission targets.

As the cost of utilities increase, and carbon taxes are being placed on Canadian businesses, the multi-res has only limited options/opportunities to pass those costs onto the end-user and/or to modify consumer (resident) behavior to lower usage, enhance sustainability and conservation and to reduce cost.

In 2014, the CRBP mandate was extended to incorporate the Living GREEN Together™ Environmental Standards of Practice. These environmental standards were based in part on the recognition that one primary thing that sets the multi-res sector from other real estate sectors is…"it is not the buildings that consume energy, water, and create waste – it is the residents living in them!"

The Living GREEN Together™(LGT) Environmental standards were designed specifically for the multi-res apartment industry with the intent to address climate change through reducing energy and water usage, promoting effective waste diversion, and improving asset longevity.

The LGT standards reflect two fundamental realities:
1) Conserving resources make good business & economic sense, and
2) Conserving Resources makes good environmental sense.

In line with these realities, the CRBP Living Green Together™ Environmental standards are pragmatic, proactive, and participatory. The latter focusing on involving and engaging residents (tenants) in proactive energy/water conservation measures, and waste diversion practices. The more we engage with our residents around sustainability and "good" conservation practices/measures, the lower the operating costs of an apartment building, and the more sustainable and resilient our apartment communities become.

The CRBP Living Green Together™ environmental program element consists of 10 standards covering policy, environmental performance, and education/engagement. They include the following:

Corporate Policy Requirements
- Documented Environmental Policy
- Environmental Preferred Purchasing Policy
- Environmental Performance Monitoring

Environmental Performance Requirements
- Electrical standards
- Water standards
- Gas/HVAC standards
- Waste diversion standards
- Air quality standards

Education/Engagement Requirements
- Employee Awareness Education
- Resident Engagement Practices.

The LGT environmental standards serve are a foundational element of the ESG equation within the Certified Rental Building™ Program, ensuring continuing relevance and importance of managing environmental and sustainability factors and associated risks.

RESPONDING TO RESIDENT CONCERNS

The Certified Rental Building™ program (CRBP) was and still remains the only tenant focused "quality-assurance" program of its type in Canada and North America. It assists rental-housing consumers in identifying professionally managed multi-residential apartment buildings while providing the proverbial "good housekeeping" seal of approval for prospective apartment dwellers. The true test of the overall effectiveness of program and its brand recognition in the marketplace is its member's ability to provide and deliver on its "quality assurance" pledge to renters. As result, the CRBP actively seeks feedback from residents if those commitments are not being upheld to the standards/requirements set out by program.

Concern/Complaint Process
At the outset, the goal of the CRBPcomplaint/concern process is to resolve any tenant/member issues raised to the mutual satisfaction of both parties. When a concern is raised by resident, they are asked to document it thoroughly (protecting their privacy rights). If the concern/complaint represents

a potential violation of program's standards/requirements, we will then connect with a senior officer of the member's management team to investigate and seek successful resolution with all parties.

All documented concerns/complaints are review by the program's Governance Committee to ensure that all stakeholders rights are being fairly treated.

THE ROLE OF INDEPENDENT THIRD-PARTY AUDITORS

The role of the third-party auditor is to perform an unincumbered, non-biased assessment of the level of compliance with the audit criteria set out in the program's Standards of Practice and related requirements. In short, they independently review (internally/externally) an organization's policies/ processes/ procedures to determine and verify if they meet CRBP requirements and benchmarks.

The CRBP Director of Certification is responsible for the identification, selection, and assigning of third-party auditors who:

- have at least a basic knowledge of the industry/sector
- understand the physical and mechanical structure of multi-residential buildings and property management processes and procedures.
- have knowledge of important laws, by-laws and codes embedded in the CRBP standards of practice
- have the personal/professional characteristics required to conduct audit activities, including being ethical, open-minded, diplomatic, observant, perceptive, versatile, tenacious, decisive, self-reliant, culturally sensitive, etc.
- have successfully completed CRBP Technical training
- have the ability to use online software to document and report on the audit process.

PROVIDING MEMBERS WITH RESOURCES AND SUPPORTS

The Certified Rental Building™ Program offers to members, **_at no cost_**, a variety of support materials. As part registration and annual membership fees, members receive materials including:

- An electronic copy of the program's Standards of Practice Manual including best practice (policies, procedures, processes), common templates, etc.
- A variety of collateral and marketing brochures, posters, counter cards, banners, door logos, etc. (see Appendix G)
- Listing on the CRBP website – **www.crbprogram.org** and linkage to Member's own website.

MARKETING

A portion of the CRBP's annual budget is set aside to market the program and its member's building to rental housing consumers. The goal is to provide renters with a CRBP "quality assurance" advantage when selecting their next rental home.

Member Privileges
Members who have enrolled their buildings in CRBP and have achieved certification status have the exclusive rights to market their buildings using the "Certified Rental Building™ brand and marks.

This includes:

- Exclusive rights to use the Certified Rental-Building brand and logo to market and advertise all buildings which have been sanctioned as certified under the Program and are in good standing with all terms and conditions of the program.

- Inclusion of all "certified" buildings, their name, address & phone number on the Certified Rental-Building™ Program website. Inquiring rental-housing consumers will be able to access the listing of all certified building and their location.

- Members will be able use the Certified Rental-Housing Program specially designed customer brochures that can be given out to existing customers and prospective rental- housing customers.

- Member will receive a special wall plaque and two poster size Certified Rental-Building advertisements for each certified building to proudly display for customer to see.

A formal Brand Marketing standards guide will be forwarded to members once their building(s) has received official certification status. These Standards outline the correct use of the Certified Rental-Building brand and logo and the quality of typography and image that appear together with the logo which as whole make up the graphic identity.

PLEASE NOTE: Marketing rights and privileges extends only to member buildings which have been "certified" under the program.

PROGRAM COSTS

CRBP Certification & Governance Committees work diligently to maintain the program as a non-profit entity, and to keep the costs of the program affordable to members. As a member-based program all fees collected are directed back into the program to ensure its continued improvement and to provide educational learning for the industry.

Program Participation Fees
Participation in the program should be viewed as a long-term commitment that allows members to maximize the many benefits FRPO CRBP including operations benchmarking, proactive risk management, employee training, marketing, advertising, state of condition audits, etc. All fees collected go towards covering the administration costs of the program

- Since 2008, founding members enjoy an annual fee cost of $2.75 per unit. This fee will remain unchanged for the 2020/2021 period
- New members joining CRBP for the first time are assessed a $4.00 per suite for each unit entered into the program. The $4.00 fee rate will remain constant over the term of enrollment

Schedule of Audit Fees & Process
The Federation of Rental-housing Providers of Ontario has engaged three respected third-party auditing firms to complete the audits of buildings submitted into the program. Members should take into account that each building's "certification" status is good for three-years (providing adequate compliance is maintained) On the third year, after the initial first H.O. corporate compliance and building audits, CRBP will commence to audit 25% of the member's enrolled portfolio and will continue with this approach each year thereafter. Any new buildings entered into the program at a later date will treated in the same manner.

- Head office compliance $275 (first visit only)
- Hi-rise buildings (Have an elevator) - $360 per building & virtual Office Audits - $35 per hour
- Low-rise buildings (No elevator) $235 per building & virtual Office Audits - $35 per hour
- Townhouse, Garden Homes, and walk-up properties – Up to 100 units - $360.00. Special pricing can be negotiated where the number is in excess 100+ units.

NOTE: All travel expenses incurred by auditor are to be covered by the member and will be added to the invoice. HST taxes are also applied to all invoices

Other Program Fees

Certified Rental Building™ Program - Customer POS Materials

- New & Existing Resident Brochures - Free to members
- Living GREEN Together™ - Free to members
- Living GREEN Together™ Posters and Tip Sheets - Free to members
- Mover's Program Package - Free to members
- Mover's Program Package - Free to members
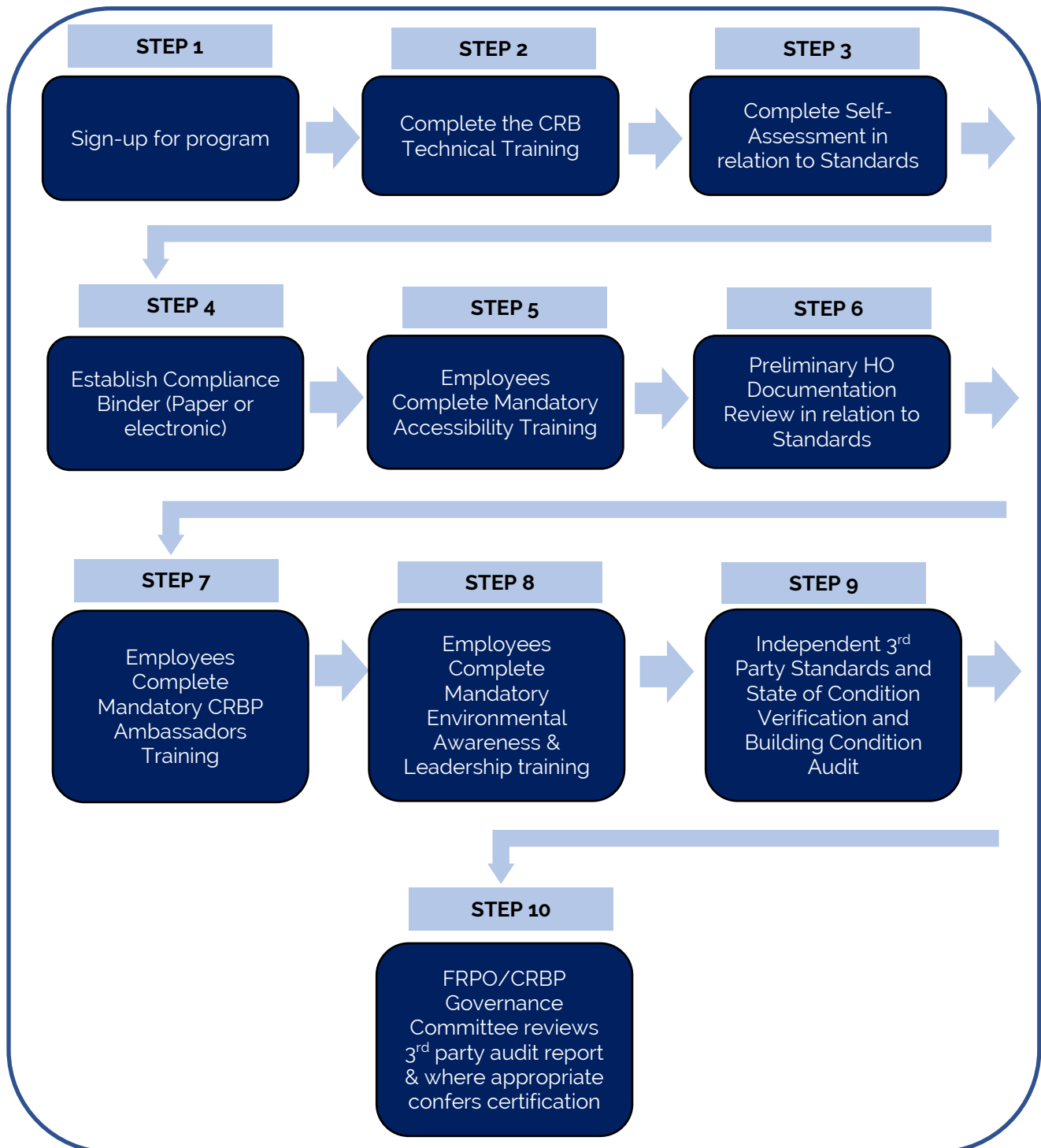- Pest Management Posters and Pest Fact Sheets – Free to Members

Certified Rental Building Property Management Training & Education Courses
- CRB Property Manager's Technical Training Program - $150 per participant
- CRB Ambassadors' Training e-learning $25 per participant
- CRB AODA/IASR e-Learning - $49.95 per participant
- CRB Environmental Awareness & Leaders Program - $39.95 per participant

THE CRBP CERTIFICATION PROCESS

Certification under the CRB Program is a relatively straight forward 10-step process. The following process map highlights these important steps in the Certified Rental Building™ Program Certification process.

A more detailed look at key steps will follow.

STEP 1
Sign-up for program

STEP 2
Complete the CRB Technical Training

STEP 3
Complete Self-Assessment in relation to Standards

STEP 4
Establish Compliance Binder (Paper or electronic)

STEP 5
Employees Complete Mandatory Accessibility Training

STEP 6
Preliminary HO Documentation Review in relation to Standards

STEP 7
Employees Complete Mandatory CRBP Ambassadors Training

STEP 8
Employees Complete Mandatory Environmental Awareness & Leadership training

STEP 9
Independent 3rd Party Standards and State of Condition Verification and Building Condition Audit

STEP 10
FRPO/CRBP Governance Committee reviews 3rd party audit report & where appropriate confers certification

Sign-up

The first step for Property managers/organizations interested in pursuing certification under CRB program is to contact the FRPO Director of Certification. An initial discussion will focus on presenting an overview of the program and its many benefits, a review of steps required to move towards certification, identification of individuals/team who will spearhead the process, and a preliminary identification of buildings where certification will be sought. A timetable for completion of the required CRBP Technical training will also be discussed and determined.

Training

The Certified Rental Building™ Program firmly supports and encourages professional development, as well as career and knowledge enhancement for all employees. There are a number of CRBP required training courses such as understanding and addressing accessibility related issues and providing service to persons with disabilities, environmental leadership and sustainability training for front-line staff, and Ambassadors training that highlights the importance of quality, promoting sustainability and embodying excellence in actions and buildings.

Further, property management staff are provided with detailed training about the certified rental building program itself, the standard's, requirements and expectations for quality and service. This Technical Training is mandatory and provides a framework for not only organizations efforts at meeting and collecting existing required information, but also identifying areas where further internal actions must be taken to meet the requirements of current standards of practice. (See Appendix C for additional information on training offerings that CRBP members must complete)

Self Assessment and Creating Compliance

Armed with the knowledge and enhanced understanding about requirements received through the CRBP Technical Training, organizations work towards ensuring they meet and can demonstrate compliance with each Standard of Practice and its related requirements.

Establishing compliance involves:
- ❖ pulling together existing information from a number of areas in the organization (HR, Sustainability, Operations, Finance, etc.),
- ❖ reviewing these policies, practices and procedures to ensure they are applicable across operations and that they meet and address the full range of CRB requirements, and
- ❖ ensuring that there is documentation (either electronic of paper-based) or other physical evidence available to verify this compliance.

While a number of organizations will already have a range of the policies, practices and procedures required to meet CRB certification requirements, experience has equally shown that there will be a number of areas where new policies and procedures will need to be developed, modified or amended to meet and demonstrate compliance. As these policies and procedures are developed, it is important to remember that demonstrated compliance is evidence-based and that either electronic or paper-based documentation can be used.

CRBP Property Management Compliance Binder (electronic or manual)

The CRBP produced Standards of Practice Manual (electronic) is divided into six defined sections. Each section includes the associated Standards of Practice, the related requirements, and an overview of the audit criteria that will be used to verify compliance. Many of the standards also

can contain sample templates or other resources that an organization can utilize if they do not have their own suitable form or if they are seeking a format upon which to build their own.

It is recommended that each organization establish their own CRBP Compliance Binder as part of the initial certification process. Fundamentally, this binder should be used as guidepost to assemble, collect and gather an organization's own current policies, practices, written procedures, types of forms, and logs, etc. that are being used to demonstrate they are in compliance with CRBP's standards and requirements

Once completed it can become an easy reference guide for new and existing staff on your organization's policies, processes, and procedures that go into the daily running of each of your multi-res buildings. It is also an important repository for maintaining them that can be readily available for easy reference.

Preliminary Documentation Review

Once an organization believes it has met the compliance requirements related to the program's standards and requirements, they should notify the Director of Certification to arrange for a preliminary review of their CRBP compliance binder. This preliminary review is used to assess the evidence assembled that demonstrates compliance with the program's standards and requirements. If all things are in order, the review provides an initial assessment on "certification" readiness. There is no charge to members for this preliminary assessment.

The CRBP Audit Verification Process:

A critical part to the certification process is verification of compliance. This verification is used to confirm if all CRBP standards of practice and associated requirements have been fully met. This verification includes a thorough review of the property and building, building site documentation, as well as head office documentation. Independent third-party auditors identified by the Director of Certification are used to complete Certification/re-certification audits and most importantly to help ensure objectivity within the audit process.

Audit Preparation Checklists
A series of checklists have been developed to assist building staff and property managers in preparing for building/property and documentation audits. These checklists can be used to assist in preparing for upcoming audits providing staff with an understanding of what documentation is be needed to complete the audit of each property and building. The goal of these checklists is to promote transparency in the audit process and to reduce any anxiety that Property Management and their building staff might have in preparing for their upcoming audit. (See Appendix E for checklists)

Assessment Inspection and Reporting Application
The consistency and thoroughness of the audit verification process are critical elements in ensuring the integrity of certification process. The CRBP has customized a web-based app and a CRBP inspection template. to ensure consistency and completeness of the audit process. (See Appendix F)

This CRB-specific mobile auditor application is used to help:
o   guide auditors
o   ensure the collection/documentation of "proof" to substantiate standard achievement, (average of between 150 and 250+ photos depending upon the size and complexity, and maintenance and repair status of the building)

- ensure all required aspects of documentation and visual inspection are completed
- ensure a consistent set of potential deficiencies are incorporated into the audit and identified, where evident.

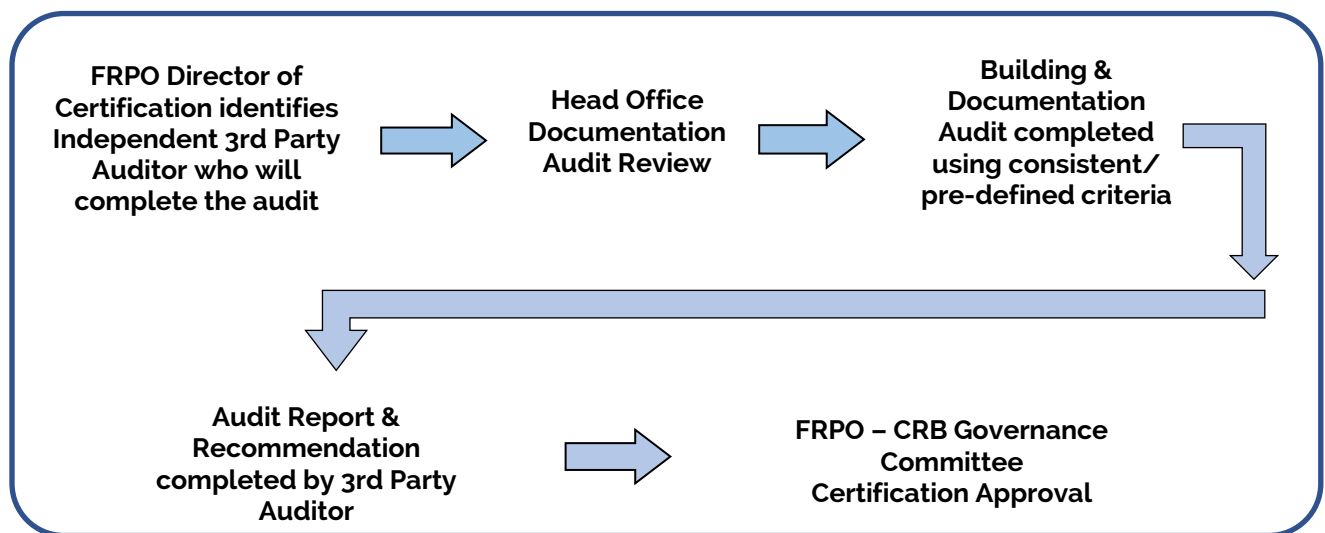### Initial and Re-Certification Head Office Audit Documentation Review

For each organization entering the CRB program for the first time, a virtual audit review of Head Office documentation requirements is undertaken. The audit reviews and verifies compliance with the various corporate policies, third-party supplier contracts, financial/insurance documentation, etc. that are requirements of the program's various standards/requirements.

For future re-certifications, information and documentation will be verified through the completion of Corporate Compliance document that must be duly signed by a senior executive of the organization.

Building/Property Audit Review

The formal CRBP building audit incorporates both a thorough visual inspection of the state of condition of each building that is being certified, as well as a documentation review to confirm and verify the availability of required policies, practices, procedures, logs, forms, equipment, etc. pertinent to daily operations of the building and CRBP requirements. It incorporates a roof to basement walk-through, as well as a visual inspection of the external building and property, key building mechanical areas and amenities. It also incorporates a documentation review.

The CRB-specific mobile auditor application is used to ensure the completeness, thoroughness and consistency of the building, property and documentation review.

FRPO Director of Certification identifies Independent 3rd Party Auditor who will complete the audit → Head Office Documentation Audit Review → Building & Documentation Audit completed using consistent/pre-defined criteria → Audit Report & Recommendation completed by 3rd Party Auditor → FRPO – CRB Governance Committee Certification Approval

Audit Reporting

Following completion of a building portfolio audit, a separate report is prepared by the independent third-party auditor for each specific property. This report summarizes each aspect of the inspection process and includes the auditor's rating of where the property sits

on the CRBP benchmark scale and their recommendation in relation to "certification" of the building/property.

Each report highlights any "critical" life-safety issues that have been identified, plus a listing of any other deficiencies (identified as either "important" or "needs improvement") that auditor's may have uncovered during the audit. All life safety issues must be addressed, or a demonstrated plan put in place to fix them, prior to final certification being granted.

This report is submitted to FRPO's Director of Certification. This report is then reviewed by the CRBP Governance Committee, as this Committee ultimately is responsible for awarding certification, as deemed appropriate.

Random Audits and the Recertification Process

Once CRBP "certification" status is granted, it remains in effect for a period of three years for all buildings where audits were initially completed. Beginning in year 4 a random selection of 25% of a portfolio will be re-audited each year thereafter. This certification includes re-verification of both a building's state of condition, and documentation compliance including ensuring updated policies, practices and procedures, forms and equipment.

In order to maintain the integrity of the CRBP and its quality standards, random audits and site visits may be undertaken on an organization's portfolio of buildings. There is no charge to members for random/site audits. If significant issues are identified during a random/site visit, then a more thorough audit may be completed to ensure the building/property continues to meet the full range of CRBP "quality" standards of practice.

APPENDIX A

CRBP STANDARDS OF PRACTICE

Federation of Rental Housing Providers of Ontario's
Certified Rental Building™ Program

Standards of Practice (ON) -2020

		CRBP - STANDARD OF PRACTICE
Human Resource Standards of Practice		
1	HR-01: Human Right Code	Members shall adhere to the *Human Rights Code*
2	HR-02: Occupational Health and Safety and Workplace Safety and Insurance Acts	Members shall adhere to the Occupational Health and Safety and Workplace Health and Safety Acts
3	HR-03: Employment Standards Act	Members shall adhere to the Employment Standards Act
4	HR-04: Workplace Hazardous Materials Information System (WHMIS)	Members shall actively support protecting the health and safety of new and existing employees by keeping them informed of the dangers and hazards associated with chemicals substances that they may come into contact with while on the job
5	HR-05: Workplace Violence, and Harassment	Members shall actively support and work towards ensuring a safe workplace environment free from workplace harassment and workplace violence
6	HR-06: Accessible Customer Service	Members shall make all reasonable efforts to ensure its customer service is accessible to people with disabilities
7	HR-07: Staff Updates	Members shall ensure staff are updated on changes to legislation, regulations and policies that can impact the daily operations of a multi-residential building and the servicing of residents
8	HR-08: Continuing Education	Members shall support continuing education for their employees
9	HR-09: Employee Development & Performance Reviews	Members shall support employee excellence through an annual performance review process
10	HR-10: Employee Operational Feedback	Members shall encourage constructive employee feedback and facilitate raising concerns, when necessary
Resident Management Standards of Practice		
11	RM-01: Company Emergency Contact	Members shall provide all residents with a means of contacting a company representative 24/7 in the event of an emergency
12	RM-02: Personal Information and Protection Act (PIPEDA)	Members shall protect the privacy of resident's personal information
13	RM-03: Rental Application Process)	Members shall have a resident application process that is consistently applied to all prospective residents

14	RM-04: Tenancy Agreement (Lease)	Members shall have and use a Tenancy Agreement (Lease) in accordance with the Residential Tenancies Act (RTA)
15	RM-05: New Resident Orientation	Members shall, at the time of move-in, inspect each suite with the new resident and provide orientation information for new residents
16	RM-06: Repairs and Maintenance	Members shall resolve repair and maintenance related issues in a timely fashion
17	RM-07: Pest Management	Members shall have effective pest management and associated education and communication program in place to minimize or eliminate various pests from their buildings
18	RM-08: Resident Complaint Resolution	Members shall work to resolve resident complaints and concerns in a timely fashion
19	RM-09: Rent	Members shall handle rent and payment related issues in a timely fashion, using appropriate forms and documentation
20	RM-10: Resident Notices/. Noticeboard	Members shall give proper notice to residents regarding building operations matters that may affect them
Operations Management Standards		
21	OP-01: Fire Code	Member rental facilities shall adhere to all Fire Code and associated Regulations
22	OP-02: Building Emergency Plan	Members shall help promote the safety of building occupants through a building specific Building Emergency Response /Vital Service Disruption Plan
23	OP-03: Leaseholder Emergency Contact	Members shall have an emergency contact number on file for each leaseholder
24	OP-04: Residential Tenancies Act	Members shall adhere to the Residential Tenancies Act
25	OP-05: Annual Suite Inspection	Members shall inspect each suite for operable life safety items, failed components, environmental (water / electricity), maintenance concerns, and illegal or non-conforming activity at least once a year and at unit turn-over
26	OP-06: Building Inspection	Members shall use regularly conducted inspections to help ensure the safety, maintenance and environmental conservation status of building envelope, mechanical and other operational systems
27	OP-07: Indoor Cleaning & Maintenance	Members shall ensure indoor common areas, as well as utility, service, and storage rooms of the building are maintained and kept in a safe, clean, litter and graffiti-free condition
28	OP-08: Outdoor Cleaning & Maintenance	Members shall ensure outdoor common aspects of the building including areas such as outdoor parking, walkways, landscaping are maintained and kept in a safe, clean, litter and graffiti-free condition

29	OP-09: Underground Garages	Members shall ensure their underground parking garage is maintained in a manner that promotes resident and vehicle safety and that is clean, free from holes, cracks and water
30	OP-10: Operational Risk Management – Specialized Items	Members shall document and keep records of events and activities at the building site that are noteworthy or that can impact the safety of residents
31	OP-11: Contractor Management	Members shall ensure that contractors who perform work at the building site, uphold the Member's Code of Conduct and commitment to professionalism and quality
32	OP-12: HVAC	Members shall ensure Heating, Ventilation and Air Conditioning (HVAC) systems, equipment and areas are maintained in safe and good working condition and that there is a process for responding to heating and cooling related issues if issues do arise
33	OP-13: Elevators	Members shall demonstrate their commitment to preventative and ongoing elevator maintenance and to ensuring elevators are clean and well maintained
34	OP-14: Roof, Roof Structures and Roof Anchors	Members shall ensure that the roof /roof structure on a certified rental building is maintained free from defects and unsecured objects, and in a manner that promotes building, staff and worker safety
35	OP- 15: Asbestos Management	Members shall ensure the safe handling of asbestos that minimizes exposure to asbestos containing materials at all certified rental buildings
36	OP-16: Swimming Pools and Recreational Facilities	Member recreational facilities and amenities shall be clean, safe and maintained in a non-damaged and non- deteriorated condition
37	OP-17: Municipal Work Orders	Members shall have processes and procedures in place to reduce the prospect of receiving municipal violations/ work orders, as well as procedures to address and resolve issues in a satisfactory and timely manner, if identified
38	OP- 18: Doors and Security	Members shall ensure that the doors and entry system for the building and resident's suites provide for a safe and secure environment
Financial and Risk Management Standards		
39	FRM-01: IFRS or ASPE Compliance	Members shall have a financial system that complies with International Financial Reporting Standards (IFRS) or Accounting Standards for Private Enterprises (ASPE)
40	FRM-02: Operating Budget	Members shall prepare budgets on an annual basis
41	FRM-03: Capital Management Plan/Budget	Members shall have a capital management plan or budget

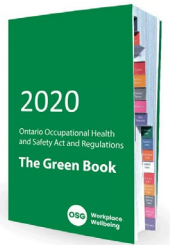| 42	FRM-04: Liability Coverage/Insurance	Members shall have adequate liability and insurance coverage.
Environmental Management Standards		
43	ENV-01: Environmental Management Policy	Members shall have a documented Environmental Management Policy that articulates the organizations environmental and sustainability commitments
44	ENV-02: Environmentally Preferable Purchasing Policy	Members shall have a documented "Environmentally Preferable Purchasing" policy that outlines commitments to the purchase and use of products and services that minimize negative environmental and human health impacts
45	ENV-03: Environmental Performance Monitoring	Members shall monitor and record environmental performance to ensure substantive irregularities or anomalies in energy/water usage and waste generation and disposal can be identified and actions initiated to remediate and/or mitigate excessive usage, as required.
46	ENV-04: Electricity	Members shall endeavour to reduce electrical consumption and shall encourage conservation from a resident, operational and staff perspective.
47	ENV-05: Gas	Members shall reduce natural gas consumption and encourage gas conservation
48	ENV-06: Water	Members shall endeavour to reduce water consumption and shall encourage water conservation from a resident, operational and staff perspective.
49	ENV-07: Waste Management	Members shall promote waste reduction, reuse and recycling at all buildings.
50	ENV-08: Indoor Air Quality	Members shall ensure that the air quality in suites and in common areas meet applicable standards.
51	ENV-09: Employee Engagement	Members shall foster a culture that promotes a commitment of front-line staff to delivering services and operating buildings in an environmentally responsible manner. .
52	ENV-10: Resident Engagement	Members shall actively engage residents in efforts to reduce consumption and to encourage their use of environmentally responsible practices.
State of Condition Standards		
53	SOC-01: Building Assessment	Members shall ensure the physical structure of the building and surrounding property is safe, well- maintained and provides acceptable living conditions for residents
54	SOC-02: COVID-19 Response	Members shall help protect residents, staff and building visitors by applying and enforcing COVID-19 related organizational and public-health and safety measures
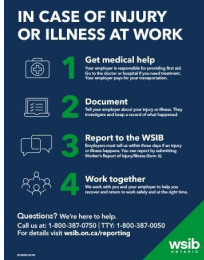
APPENDIX B

**CRBP Standards, Requirements and
Audit Criteria**

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
HR-01 **Human Right Code**	Members shall adhere to the *Human Rights Code*	HR-1.1	Develop a policy statement that outlines organizational commitment to the Human Rights Code. This policy statement should cover discrimination and harassment, accommodation and complaint procedures	• Each CRBP Member has a documented human rights policy statement that covers discrimination, harassment, accommodation and complaint procedures and that is posted at the building site
		HR-1.2	Criteria used as part of the resident selection process are permissible under the terms of the Ontario Human Rights Code.	• Residents and employees are made aware of their rights under the *Human Rights Code* (e.g. Code poster posted in common area, information in welcome package, etc.)
		HR-1.3	Employees are made aware of their rights and obligations under the Human Rights Code.	• A review of the resident application process and form verifies no evidence of discriminatory practices in resident selection process
		HR-1.4	Residents are made aware of their rights under the terms of the Human Rights Code	• Sign off by all employees at time of hire, as well as at annual performance review, that the Member's human right policy has been reviewed with the employee
		HR-1.5	A copy of the Human Rights Code (poster) is on public display and readily viewable by both residents and employees	
HR-02 **Occupational Health and Safety and Workplace Safety and Insurance Acts**	Members shall adhere to the Occupational Health and Safety and Workplace Health and Safety Acts	HR-2.1	Prepare, and review at least annually, a written occupational health and safety policy, and develop and maintain a building specific program to implement that policy and to address and control all hazards in the workplace	• A copy of the organizations health and safety policy is posted at the building site • Review a sampling of monthly health and safety inspection reports • Review training records/ documentation to verify requisite basic awareness training has
		HR-2.2	Conduct and document monthly inspections covering health, safety and maintenance.	

			HR-2.3	Set up a joint Health & Safety Committee, where required	been provided to employees and supervisors
			HR-2.4	Provide basic health and safety awareness training to all workers (e.g. Worker Health and Safety in 4 steps and supervisors (eg Supervisor Health and Safety Awareness in 5 Steps)	• Visual inspection of first aid station to ensure required information, documentation and supplies appear to be available
			HR-2.5	Provide a first aid station that includes a first aid box containing required items, a notice board displaying, the Form 82 poster – In case of injury, the valid first aid certificates of qualification of the trained workers on duty, and an inspection card with spaces for recording the date of the most recent inspection of the first aid box and the signature of the person making the inspection.	• Review first aid documentation to verify equipment has been inspected once every 3 months. • Identify and verify the name of the individual at the building site with a valid first aid certificate • Review records/reports of incidents and any first aid treatment given • Review training records/ documentation to verify requisite basic awareness training has been provided to employees and supervisors
			HR-2.6	At least one first aid trained worker with a valid first aid certificate is available on site	
			HR-2.7	Employers must keep a detailed record of all incidents and any first aid treatment given	• Visual inspection at building site of areas where it may be anticipated that eye wash stations should be located to verify presence of station and to identify any readily apparent issues • Eyewash stations must be positioned within 10 seconds (55') from a hazard, must be located on the same level as the hazard and the path of travel must be free from obstructions and doors
			HR-2.8	Emergency eyewash stations/ drenching fixtures are readily accessible for use, wherever workers may be accidentally splashed or sprayed with injurious solvents, acids, harmful particulates and, in some cases, biological hazards Emergency eyewash stations may be required in areas such as boiler room, cleaning/ maintenance rooms, compactor room, pool chemical storage area	
			HR-2.9	Prominently display In case of injury poster ("1234") (Form 82) from the Workers Safety and Insurance Board (WSIB) in the workplace	A visual inspection at the building verifies In case of Injury- Form 82 poster is prominently posted and viewable to staff

		HR-2.10	Display the Health & Safety at Work: Prevention Starts Here poster at the building site 	A visual inspection at the building verifies a current version of the poster is posted and is readily accessible and viewable to staff
		HR-2.11	Post a copy of the *Occupational Health and Safety Act* at the building 	A visual inspection at the building verifies a current version of the Occupational Health and Safety Act is posted and readily accessible and viewable to staff

HR-03 **Employment Standards Act**	Members shall adhere to the Employment Standards Act	HR-3.1	Distribute a hard copy or electronic copy of the Employment Standards poster to all current employee in Ontario; and provide new employees with a copy of the most recent version of the employment standards poster within 30 days of the date the individual becomes an employee. 	• A copy of notice sent to current employees, letter of offer/orientation package that contains the poster for new employees will be reviewed
HR-04: **Workplace Hazardous Materials Information System (WHMIS)**	Members shall actively support protecting the health and safety of new and existing employees by keeping them informed of the dangers and hazards associated with chemicals substances that they may come into contact with while on the job	HR-4.1	Develop, implement and annually review a WHMIS program that ensures that information about hazardous products is effectively communicated to workers	• Visual inspection will be used to verify posting of an up to date list of Safety Data Sheets for hazardous products at the building site. • Visual inspection will verify updated Safety Data Sheets for hazardous products used at site are readily viewable and accessible by employees and contractors (no more than 3 years old) • Training records/individual certificates will be viewed to confirm who has received WHMIS education and site-specific training, when and what was covered
		HR-4.2	Provide and document WHMIS related education to new hires and existing employees and building/ employer specific WHMIS training to employees who will be working with hazardous materials. Training requirements are to be reviewed annually, and new training provided, where necessary	
		HR-4.3	Establish, post and date a list of all Safety Data Sheets (SDS) for any hazardous product that are used in the workplace.	
		HR-4.4	Maintain, and make accessible updated Safety Data Sheets for hazardous products that can be viewed in the work place. (Computerized SDS may be used as long as: all employees have access to and are trained on how to use the computer or device, the	

			computers/ devices are kept in working order, and a hard copy of the SDS is available to the employee or health and safety committee/ representative upon request.)	
		HR-4.5	Provide education and training to employees on how to access electronic or paper versions of SDS	
HR-05: **Workplace Violence, and Harassment**	Members shall actively support and work towards ensuring a safe workplace environment free from workplace harassment and workplace violence	HR-5.1	Prepare and review, at least annually, a policy on workplace violence.	• A documented assessment of the risk of workplace violence is available for review at the building site • A documented policy/program on workplace harassment is posted and viewable at each building site • A documented policy/program on workplace violence is posted and viewable at each building site • Records are available verifying when and who has been trained on workplace harassment, bullying and violence at the worksite
		HR-5.2	Prepare and review, at least annually, a policy on workplace harassment.	
		HR-5.3	Conduct and document a workplace violence risk assessment and communicate the results of that assessment to the Joint Health and Safety Committee, Health and Safety representative(s)or to the workers where no committee or representative exists	
		HR-5.4	Develop and maintain a program(s) to implement the workplace violence and harassment policies	
		HR-5.5	Post workplace violence and workplace harassment policies where they will be seen by all workers.	
		HR-5.6	Provide information and instruction to workers on the contents of the workplace violence policy and program and document training provided	

		HR-5.7	Provide information and instruction to workers on the contents of the workplace harassment policy and program and document training provided	
HR-06: **Accessible Customer Service**	Members shall make all reasonable efforts to ensure its customer service is accessible to people with disabilities	HR-6.1	Develop policies, practices and procedures on how your organization will provide service to persons with different types of disabilities that address: ➢ resident use of assistive devices ➢ use of support animals and support people ➢ temporary disruptions in services ➢ feedback processes	• Documented policies, practices and procedures are available for review (including on corporate website) that identify expectations, requirements and procedures for delivering service to people with a range of disabilities • Records are available verifying when and who has been trained on delivering accessible customer service to residents with disabilities • Contractor contract includes a provision that all individuals who will undertake activities at a building site have completed requisite AODA/Customer Service training • Documentation verifying submission of compliance reports to the Province are available for viewing.
		HR-6.2	Train employees on how to interact and communicate with residents and other individuals with a range of disabilities and how to deliver accessible customer service	
		HR-6.3	Ensure third party contractors have received required training on accessible customer service and your organizations policies	
		HR-6.4	Submit required compliance reports to the Province on organizational actions and training in a timely manner	
HR-07: **Staff Updates**	Members shall ensure staff are updated on changes to legislation, regulations and policies that can impact the daily operations of a multi-residential building and the servicing of residents	HR-7.1	Maintain a list of most commonly referred to provincial statues & municipal by-laws affecting multi-res industry that building staff need to be kept apprised of	• Memo's, minutes of staff meetings, or other documentation/evidence is available at each building site that verifies building staff are receiving relevant updates on changes to legislation and industry related information, as well as changed in property management policies, practices or procedures
		HR-7.2	Develop a process for checking on changes to legislation/regulations/policies and	

			ensuring communication to employees of required updates	
HR-08: **Continuing Education**	Members shall support continuing education for their employees	HR-8.1	Members are required to identify what qualifies as continuing education in their organization, and what supports it will provide that will enable employees to pursue these opportunities	• Documentation or other evidence is available for viewing that outlines incentives or other offers made available to employees who elect to pursue continuing education opportunities (i.e. tuition reimbursement, paid time to be used for study). • A random sampling of employee training records are viewed to identify if continuing education and training opportunities are available and being pursued
		HR-8.2	Communicate continuing education opportunities and supports to employees	
HR-09: **Employee Development and Performance Reviews**	Members shall support employee excellence through an annual performance review process	HR-9.1	Develop and implement a consistently applied annual employee development and performance review process	• Records are available that confirm formal, documented performance reviews are held with each employee at least once each year • Verify that the performance review documentation provides opportunity for the employee to comment and provide feedback
		HR-9.21	Identify a process and tool for employees to respond to results of performance review, at least once each calendar year	
HR-10: **Employee Operational Feedback**	Members shall encourage constructive employee feedback and facilitate raising concerns, when necessary	HR-10.1	Develop and implement a formal, documented process for soliciting and collecting employee feedback on issues related to their job functions, on management practices and their work environment	• The tool/feedback collection instrument, such as paper survey, web-based survey, interview notes, etc. employees can and/or do use to provide feedback on their job functions, their work environment and operating practices are available for review

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
RM-01 **Company Emergency Contact**	Members shall provide all residents with a means of contacting a company representative 24/7 in the event of an emergency	RM-1.1	Identify who is empowered to authorize immediate action in the event that an "emergency" repair (i.e. no heat, no water) is required	• A visual inspection will be undertaken to verify the posting of current 24/7 emergency contact information and telephone number, as well as property management information in a significantly prominent central location within the building
		RM-1.2	Identify who should be contacted 24/7 in an emergency and post emergency contact information (name and local telephone number) in a prominent, central location in the building near the entrance	
		RM-1.3	The name, address and telephone number of the owner or property manager is posted on a resident noticeboard	
		RM-1.4	Procedures are in place for the updating emergency contact information/signage within 1 week of any change at the building site	
		RM-1.5	Lettering for emergency contact information must be at least 12.7 mm high.	
RM-02: **Personal Information and Protection Act (PIPEDA)**	Members shall protect the privacy of resident's personal information	RM-2.1	Develop, document, implement and make readily available an organizational privacy policy that incorporates the requirements outlined in the Personal Information Protection and Electronics Documents Act (PIPEDA)	• A copy of the building or community documented privacy policy is available for viewing • A visual review of forms/agreements such as the application & tenancy agreements verify the reasons for the collection of personally identifiable information are communicated and the individuals' consent to use the information for the purposes specified is documented
		RM-2.2	Ensure resident related forms such as the application and tenancy agreement state the reasons for collecting personal information, identify how personal information will be used, to whom personal information may be disclosed and obtain consent to collect personal information.	

		RM-2.3	Restrict access to resident files, completed resident related forms and information and communications	• Building site visit verifies access to collected information is restricted
		RM-2.4	Develop and implement procedures for destroying, erasing or making anonymous personal information that is no longer needed for the purpose for which it was collected or for a related business or legal reason.	• Visual inspection and discussion with staff are used to verify documents are stored & destroyed in accordance with PIPEDA legislation and in a manner that protects the privacy of resident's personal information
RM-03: **Rental Application Process)**	Members shall have a resident application process that is consistently applied to all prospective residents	RM-3.1	A consistently applied resident application form and process that is in accordance with the Residential Tenancies Act and the Human Rights Code is developed and used. I.e. Health information, SIN number, race, ethnicity or other such information is not requested and collected	• A random inspection of files verifies an approved industry standard rental application is used for all rental applications
RM-04: **Tenancy Agreement (Lease)**	Members shall have and use a Tenancy Agreement (Lease) in accordance with the Residential Tenancies Act (RTA)	RM-4.1	Develop and implement a process that ensures the use of a standardized lease agreement that includes all required terms outlined in the Residential Tenancies Act	• A visual review of a number of random resident files will be used to verify a standardized tenancy agreement (lease) document is consistently being used and a signed copy is available in the resident's file
RM-05: **New Resident Orientation**	Members shall, at the time of move-in, inspect each suite with the new resident and provide orientation information for new residents	RM-5.1	Conduct a suite inspection with new residents, completing a condition inspection report and obtaining the sign off on the inspection by the new residents	• Resident files contain a completed and signed move-in suite condition inspection report • A review of the building-specific orientation package provided to new residents, at minimum, verifies all required items are contained in the package and distributed to residents
		RM-5.2	Provide new residents with an orientation package that at minimum includes: ➢ LTB Form ➢ fire safety information, ➢ request for emergency assistance/vital services disruption information, ➢ location of the building's waste/recycling facilities and	

			information on what type of waste goes where, ➢ conservation tips, ➢ maintenance request procedures, ➢ complaint/maintenance escalation (One-Up) process, ➢ CRB Brochure and CRB Green Brochure ➢ Information on COVID-19 and building requirements	
RM-06: **Repairs and Maintenance**	Members shall resolve repair and maintenance related issues in a timely fashion	RM-6.1	A standardized maintenance and service request form (electronic and/or paper) is used and is readily accessible to resident's 24/7	• A visual review verifies paper and/or electronic forms are readily available to document resident maintenance and service requests, including after office hours • Residents receive documentation on the availability of an escalation process and how they can escalate concerns related to completed repairs and maintenance • A maintenance/service request log or other evidence is available (covering the last 3 months) to verify the time frame between the date the request is received and when the maintenance request is investigated and responded to is within 2 business days and emergency requests are responded to within 24 hours • The resident's file contains a copy of each maintenance form/request completed by the resident and documentation identifying time frames and actions undertaken for addressing the maintenance/ service issue
		RM-6.2	Processes and procedures are put in place to ensure every "non-emergency" request for repairs or maintenance is responded to with a resolution plan within two business days of receiving the request and emergency requests are responded to within 24 hours of receiving the request	
		RM-6.3	An escalation process and procedures that includes a feedback process are developed and implemented for residents to escalate concerns about completed repairs and maintenance (i.e. 1-800 number, comment card, e-mail etc.)	
RM-07: **Pest Management**	Members shall have effective pest management and associated education and communication	RM-7.1	Members have a pest management policy that focuses on minimizing or eliminating various pests from Member buildings and includes a no shame/no blame policy	• A copy of the documented pest management policy and the building's no shame/no blame policy are available for review

	program in place to minimize or eliminate various pests from their buildings	RM-7.2	Education measures are in place at each building to inform employees/residents on how to prevent and/or treat pest infestations	• A contract with a licensed supplier to treat common areas on a regular (i.e. monthly) basis, when required is available for review
		RM-7.3	Members have a contract with a licensed pest management provider to ensure regular pest treatments to common areas, if required	• Information and resources are available at the building to inform employees and residents of effective pest control prevention and treatment measures
		RM-7.4	Information on preventative and other pest control activities taking place in their building are posted on the resident notification board	
		RM-7.5	All identified pest control concerns are investigated and responded to within two (2) business days	• Maintenance records are available to verify all identified pest control concerns are investigated and responded to within two (2) business days
		RM-7.6	A log is used to document all building specific pest investigation and treatment activities (common area and unit)	• A log is available that documents all building specific pest investigation and treatment activities (common area / unit)
RM-08: **Resident Complaint Resolution**	Members shall work to resolve resident complaints and concerns in a timely fashion	RM-8.1	Resident complaints or concerns are responded to with a resolution plan within 48 hours (or two business days on weekends) of receiving the concern	• A maintenance/service request log or other evidence is available to verify the time frame between the date the request is received and when the maintenance request is investigated and responded to is within 2 business days
		RM-8.2	A "one-up" process is established for residents to escalate their complaint or concern if unsatisfied with the resolution being provided at their building	• A documented process is available that outlines the "one-up" process that can be used by residents to escalate their complaint or concern
		RM-8.3	Forms/logs (electronic or paper) are developed and used to collect feedback and complaints from residents and to track their resolution	• A document is readily available/has been distributed to residents that explains the Escalation (One-Up) Process that can be used when necessary
		RM-8.4	The resident's file contains a copy of each written complaint form completed by the resident & documentation identifying the dates & actions taken to address the concern	• Resident complaint forms are visible and readily accessible to residents at the building
RM-09: **Rent**	Members shall handle rent and payment related issues in a timely fashion, using	RM-9.1	Members shall develop and implement practices and procedures in line with the Residential Tenancies Act that address:	• A random sampling of resident files will be undertaken to verify appropriate forms are used, copies are being maintained, and

	appropriate forms and documentation		❖ Additional charges such as key, security, damage and pet deposits ❖ Collection of last month's rent deposit and payment of interest ❖ Rent Collection and ❖ Providing notice on rent increases	interest is being paid annually to residents on last months rent
RM-10: **Resident Notices/.** **Noticeboard**	Members shall give proper notice to residents regarding building operations matters that may affect them	RM-10.1	Each member has processes and procedures in place to identify when posting of notices to residents is required, how information to residents should be distributed/posted and the required content of the communication. At minimum this should include notices related to: ➢ 24-hour Notice of entry ➢ notice of capital or major repair work ➢ notice of emergency breakdowns / shut offs for elevator(s) or utilities	• A template or copies of previous notices posted are accessible for review • Copies of forms provided to residents are available in the resident's file
		RM-10.2	For buildings operating in the City of Toronto, a Noticeboard must be displayed in the lobby area or in another common area such as a common area laundry room, with a notice in the lobby identifying the noticeboard location. As per City of Toronto By-Law, the noticeboard must include: ➢ Information on pest treatments ➢ Cleaning plan ➢ Cooling location information ➢ Any city orders/notices of violation ➢ Notice of Scheduled building audits, if any are scheduled ➢ information on the RentSafeTO program / RentSafeTO brochure ➢ copies of the most recent building evaluation result received from the City ➢ Post information on garbage, recycling, organics if not posted elsewhere in the lobby	• A visual inspection at the building site will verify a noticeboard is displayed in the lobby or other common area of the building with a notice posted in the lobby identifying the location of the board • A visual inspection at the building site will verify all required items, as per the City of Toronto By-law 629, are posted on the requisite noticeboard • For buildings outside of Toronto information on pest treatments, cooling locations, city orders, waste/recycling information, at minimum are available for review in the building office

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
OP-01 **Fire Code**	Member rental facilities shall adhere to all Fire Code and associated Regulations	OP-1.1	A building specific fire safety plan is available at the building	Visual inspection at the building site will verify the following items are available: • An up-to-date fire safety plan is available at each building • The fire plan box contains all required items and is in an approved location • A current Annual Fire Inspection Report is available at the building site • An up to date and appropriately signed Annual Fire Inspection Certificate is available at the building site • A regularly completed fire log book/ or other records that document daily, weekly, monthly and quarterly inspections, tests and drills are available at the building • The building's Fire Log Book documents Fire Drills that are held quarterly • There is evidence that the building's mobility assistance list is updated monthly and readily available in an approved location • A random visual inspection of building emergency exit lights/signs verifies they appear to be fully operational with no burnt-out lights or other visible damage
		OP-1.2	The fire safety plan is reviewed at least annually to ensure that it takes into account changes in the use and other characteristics of the building, and contains up to date Human Resource information	
		OP-1.3	The fire safety plan, building entrance and elevator recall keys, service room keys resident mobility assistance list, extra padlock, etc. are readily accessible in a fire safety plan box at the entrance to the building or other fire department approved location	
		OP-1.4	Daily, weekly, monthly and quarterly inspections, tests and drills including fire drills that are required to be held quarterly are conducted and documented	
		OP-1.5	An annual fire inspection report by a qualified provider is available at each building that documents the required annual in-depth test of a building's entire fire alarm system	
		OP-1.6	An up to date and appropriately signed Annual Fire Inspection Certificate has been obtained that confirms required inspections have been conducted and that no deficiencies exist	
		OP-1.7	A resident emergency mobility assistance list is updated monthly and a copy maintained in	

			the fire plan box for ready access by emergency personnel		• Visual inspection in boiler room, laundry rooms, etc. where there are gas burning appliances, confirm installation and use of CO2 detectors
		OP-1.8	A daily inspection of Exit Lights and Door closures is undertaken and the results documented in the Fire Log Book		
		OP-1.9	Carbon Monoxide detectors are installed in the boiler room and adjacent suites and in locations where there are gas burning appliances		
OP-02 **Building Emergency Plan**	Members shall help promote the safety of building occupants through a building specific Building Emergency Response /Vital Service Disruption Plan	OP-2.1	Members must create and maintain a building emergency plan also known as crisis response plan or emergency response plan. At minimum, this plan must include the name and contact information for emergency response personnel, as well as media contact information as well as the steps to be taken in the event of each of the following emergency situations,: ➢ Evacuation, Fire / Fire Alarm, Flood / Major water leak, Loss of electrical power, Loss of natural gas, Natural gas leak, Earthquake/ Tornado, Major structural collapse, Elevator entrapment, Medical		• A visual review at the building site will confirm the ready availability of: ➢ A documented and updated Building Emergency plan that includes required information on dealing with a range of emergencies, ➢ up to date emergency contact information that is documented within the emergency plan document. Documentation verifies contact information has been updated within the past year ➢ An up-to date Vital Service Disruption Form (within the City of Toronto) ➢ A Contact list of tenants who voluntarily identify requiring assistance during evacuation or disruptions in services is up to date, and available in at least the firs safety box
		OP-2.2	Within the City of Toronto, a Vital Service Disruption Plan must be developed and documented using the City of Toronto form and implemented when there is an unplanned vital service disruption at the building		
		OP-2.3	Within the City of Toronto, a contact list of tenants who voluntarily self-identify as requiring assistance during evacuations or a temporary discontinuance of a vital service is maintained and available in the fire plan box or other secure area readily accessible during an emergency		

		OP-2.4	A copy of the Building's Emergency Plan/ Vital Disruption Plan must be readily accessible at the building site	
		OP-2.5	Contact information on identified Emergency response personnel should be updated annually	
OP-03: **Leaseholder Emergency Contact**	Members shall have an emergency contact number on file for each leaseholder	OP-3.1	Procedures are identified for obtaining and updating information on an emergency contact for each leaseholder and for ensuring this information is readily available to building staff in the event of an emergency	• A random sampling of resident files will be used to verify the completed rental application maintained in the resident's file contains a request for an emergency contact number for each adult applicant • Sated forms or other evidence is available that confirms updated emergency contact information is requested annually • On-site employees have ready access to resident's emergency contact information
OP-04: **Residential Tenancies Act**	Members shall adhere to the Residential Tenancies Act	OP-4.1	All employees have ready access to a current version of the Residential Tenancies Act	• Confirm a current version of the RTA is available from the building site or there is a known process for accessing knowledgeable resources that can outline information on their obligations, as well as residents' obligations under the terms of the Act
OP-05: **Annual Suite Inspection**	Members shall inspect each suite for operable life safety items, failed components, environmental (water / electricity), maintenance concerns, and illegal or non-conforming activity at least once a year and at unit turn-over	OP-5.1	An inspection of all suites is required to be completed annually. At minimum, this inspection will include: ➢ operable life safety items (door closures, window locks, latches and screens, smoke alarms, CO detectors, AC Units), ➢ failed components (light fixtures, stove, fan operation, etc.),	• Random sample review of several annual/unit turn over inspection reports/forms carried out at the building will be used to confirm that the reports/ forms cover at least all minimum inspection requirements and show completion within the past 12 months

			➤ environmental (leaky taps / toilets, faucets, drains, efficiency lighting, fan coils, etc.), ➤ maintenance concerns (pest infestation, plaster repairs, balcony railings/panels and signs of peeling paint or other deterioration etc.) and ➤ illegal or non-conforming activity (grow-ops, etc.) ➤ General Suite condition including damages to floors, walls, ceiling and overall cleanliness		• Documented evidence is available at the building that confirms that the results of inspection are communicated to residents and identified deficiencies/issues addressed • Evidence is available in the resident file that verifies 24 hour written notice was provided prior to entry for the suite inspection
		OP-5.2	Residents are provided with at least 24 hours written notice of a pending annual suite inspection		
		OP-53	A standardized format and procedures are developed and used to complete the required annual/unit turn over suite inspection, to obtain resident sign off on the inspection, to document communication to resident about any deficiencies and how and when deficiencies/issues were remedied		
OP-06: **Building Inspection**	Members shall use regularly conducted inspections to help ensure the safety, maintenance and environmental conservation status of building envelope, mechanical and other operational systems	OP-6.1	Develop a standardized format and procedures for conducting regular building inspections and for addressing deficiencies/issues identified from these inspections		• A sample of Standardized forms or other documentation are available covering a 2-year period that show regular building inspections have been completed. These forms identify who conducted the inspection, when and the inspection results • Completed work orders/ contractor logs of other evidence are available (either electronically or in paper log format to confirm life safety issues and other deficiencies noted during building inspections are addressed
		OP-6.2	Conduct and document regular (monthly) inspections of the building that examine health, safety, environmental & maintenance related factors. (Building envelope, building mechanicals systems, building safety systems and features, building occupational health and safety requirements etc. are to be included as part of these inspections		

		OP-6.3	Log/document inspections completed, the results and follow-up repairs undertaken, if required	
OP-07: **Indoor Cleaning & Maintenance**	Members shall ensure indoor common areas, as well as utility, service, and storage rooms of the building are maintained and kept in a safe, clean, litter and graffiti-free condition	OP-7.1	Members must develop a process and procedures for inspecting and documenting when and by whom various indoor areas of the building are being inspected for overall state of repair as required	• A cleaning schedule is posted at the building that identifies the various indoor common areas of the building and the frequency in which they are to be inspected and cleaned • A cleaning log is available at the building that documents which areas have been inspected and cleaned and verifies publicly accessible areas are cleaned daily • A checklist and associated cleaning schedule are available for inspection that covers all storage, utility and maintenance areas • A visual inspection of the building's indoor common areas will be undertaken to verify cleanliness and overall repair status • A maintenance log is available that documents inspection and repairs undertaken
		OP-7.2	Members are required to develop a cleaning schedule that identifies when and by whom daily, weekly, monthly planned and unplanned cleaning of indoor (utility, service, storage) and common areas will be completed	
		OP-7.3	All publicly accessible areas of the building are to be visually inspected for overall repair status and cleaned daily	
		OP-7.4	A cleaning schedule is required to be posted or is available for residents upon request	
		OP-7.5	Logs (Electronic or paper)/other forms are to be maintained to document areas of the building that have been inspected, when and by whom, the repair status of these elements, and actions taken to repair/ address issues identified	
OP-08: **Outdoor Cleaning & Maintenance**	Members shall ensure outdoor common aspects of the building including areas such as outdoor parking, walkways, landscaping are maintained and kept in a safe, clean, litter and graffiti-free condition	OP-8.1	Members are required to develop an outdoor cleaning, maintenance and landscaping plan and schedule that includes: ➤ Ensuring outdoor areas of the building are inspected for debris, litter, graffiti, general cleanliness and overall state of repair, ➤ Identifies the required frequency/ timing for inspection and cleaning	• An outdoor cleaning/maintenance plan and schedule is available for the building that includes a checklist of outdoor areas of the building to be inspected • Documentation (electronic/paper log) is available and being used to identify the maintenance and repair status of various outdoor areas of the building and grounds

			➤ repair expectations	• Documentation (electronic/paper log) is available and being used to identify when and by whom various outdoor areas of the building and grounds have been inspected, and cleaned
		OP-8.2	Members are required to develop a process and procedures for inspecting when and by whom various outdoor areas of the building and grounds have been inspected, cleaned and/or repaired	• A visual inspection of the building's outdoor common areas will be undertaken to verify cleanliness and overall repair status (This would include grounds, walkways, outdoor parking areas, outdoor amenity areas, etc
				• A visual inspection of the building's exterior elements including roof and roof structures, building façade, exterior waste disposal facilities to verify overall cleanliness and repair status of these areas
OP-09: **Underground Garages**	Members shall ensure their underground parking garage is maintained in a manner that promotes resident and vehicle safety and that is clean, free from holes, cracks and water	OP-9.1	Members are required to develop processes and procedures for inspecting underground garages to ensure that at minimum underground garage ceilings, walls, columns and floor/ground are maintained without cracks, holes, gouges staining, peeling paint/plaster and without evidence of water damage	• Building inspection logs or other documentation is available that identifies when and by whom the parking garage has been inspected, cleaned and/or repaired
		OP-9.2	Underground parking garages are secure, ventilated, clean, liter and debris free	• A visual inspection of the building's underground garage will be undertaken and used to help verify overall cleanliness and repair status, if there is significant water or other visible damage, if lighting, signage and paint requirements are met, if the garage area is secure.
		OP-9.3	Parking spaces and garage exits are clearly marked	
OP-10: **Operational Risk Management – Specialized Items**	Members shall document and keep records of events and activities at the building site that are noteworthy or that can impact the safety of residents	OP-10.1	Members are required to use a daily log to document unusual, noteworthy and significant activities and occurrences including accidents, incidents and emergencies at the building site	• An accident/incident report form is available and used to document injuries, suspicious activity, etc that takes place at the building
		OP-10.2	Members are required to investigate and, using an accident/incident report form that includes actions taken and time frames	• A daily operations log is available and is being used to document unusual,

			(electronic or paper) to document an occurrence within 24 hours of the occurrence	noteworthy and significant activities and occurrences at the building site
		OP-10.3	Members are required to clear steps, landings, walks, driveways, parking spaces, ramps and similar areas of a property of snow and ice within 24 hours of a snowfall and record these activities	• A snow removal/salt log is maintained and available for viewing at the building that identifies the date, time, as well as the type and location of actions taken and when
OP-11: **Contractor Management**	Members shall ensure that contractors who perform work at the building site, uphold the Member's Code of Conduct and commitment to professionalism and quality	OP-11.1	Members are required to have a documented contractor approval process	• RFP process for contractors and for work to be conducted at the building site articulates the Member's quality and service expectations, licensing and insurance expectations as well as required code of conduct • Evidence that a documented code of conduct has been distributed to contractors • Records are available that document and confirm contractors have the required certifications (licenses), as well as WSIB and liability insurance
		OP-11.2	Members have a documented code of conduct to which contractors must adhere that includes expectations about the use of qualified/ certified tradespeople, where required, contractor behaviour, quality of workmanship and a process and procedure for ensuring contractors receive the code of conduct document	
		OP-11.3	Members are required to maintain records for each contractor that verifies the contractor has the required certifications as well as WSIB insurance and liability insurance	
OP-12: **HVAC**	Members shall ensure Heating, Ventilation and Air Conditioning (HVAC) systems, equipment and areas are maintained in safe and good working condition and that there is a process for responding to heating	OP-12.1	Members are required to have an active contract for both preventative and on-going maintenance with a contractor licensed by TSSA for annual/ semi-annual/monthly servicing and on-going repair of the HVAC equipment, including boilers;	• A contract is in place with a contractor licensed by TSSA for annual or semi-annual servicing of the HVAC equipment, including boilers • Documentation of regular (i.e. monthly), equipment inspections / preventative maintenance is maintained at the building
		OP-12.2	Logs must be maintained that show regular equipment inspections/ maintenance checks by staff including:	

	and cooling related issues if issues do arise		➢ ensuring no obstructions/ standing water, in proximity to cooling towers, fans, exhausts ➢ grills for exhaust fans, air vents are clean ➢ hallway air vents are operational	• A Boiler Log Book is located in the boiler room and is completed daily by the building staff • A visual inspection of the building's boiler room will be undertaken to help verify if a CO2 detector is present in the boiler room, if there is water, storage, lighting or other issues readily apparent, and the overall cleanliness and repair status of the area,
		OP-12.3	Daily Boiler Log Book entries must be completed	
		OP-12.4	Written communication must be provided to residents outlining the policy on external air conditioners and requiring, that where installed, external air conditioners open only onto balconies	• A visual inspection from the ground for status of external air conditioners • Documentation furnished to residents on use of external air conditioners and changes in heating and cooling seasons is available for review
		OP-12.5	A notice must be posted or documentation provided too residents outlining dates for HVAC heating and cooling changes within the building	
		OP-12.6	The boiler room must contain required carbon monoxide detectors	
OP-13: **Elevators**	Members shall demonstrate their commitment to preventative and ongoing elevator maintenance and to ensuring elevators are clean and well maintained	OP-13.1	Members are required to have a contract/agreement with a licenced elevator service contractor that at minimum identifies the frequency of maintenance, required tests, and response times when emergency issues and malfunctions occur	• A contract/agreement with a licensed elevator service company is available for viewing • The frequency of mandatory maintenance for an elevating device is at least quarterly • TSSA Elevator Operating Permits are current and readily accessible at the building site • Procedures are in place and building management responds to any elevator entrapments in a timely manner
		OP-13.2	A Maintenance Control Plan for each elevator is available at the building site	
		OP-13.3	The elevator machine room is clean, maintained, well lit and secure	
		OP-13.4	Elevator operating permits/ licenses issued by TSSA are current and available at the building site	

				• Elevator breakdown or entrapment incidents are documented and reported, as required
		OP-13.5	Procedures are developed and implemented for handling elevator entrapments	• A maintenance log is available for viewing on site. At minimum, this log contains detailed records of all tests, inspections, and other maintenance and repairs performed in the previous five years
		OP-13.6	A log book is used to record all tests, inspections, maintenance and repairs for each elevating device and is maintained at the building site for at least 5 years	
		OP-13.7	Elevator cab/door cleaning is incorporated into the building's documented cleaning plan, ensuring the frequency and timing of such cleaning is noted	• The building cleaning schedule includes cleaning of elevator cab, doors, etc. • A visual inspection of elevator cabs verifies cleanliness and repair status of the cabs
		OP-13.8	Lighting in elevators is incorporated into the regular building inspections. As necessary, light bulbs are replaced	• A visual inspection of the elevator machine room verifies the room is secure, well lit, clean and litter-free, that required ventilation/air conditioning is in place and that floor, walls, ceiling are maintained
OP-14: **Roof, Roof Structures and Roof Anchors**	Members shall ensure that the roof /roof structure on a certified rental building is maintained free from defects and unsecured objects, and in a manner that promotes building, staff and worker safety	OP-14.1	Members are required to conduct and document regular (monthly) inspections of the roof /roof structures to ensure it remains free of debris and vegetation, and that there are no visible signs of damage or conditions that could compromise the integrity of the roof system over time	• A visual inspection of the roof will be undertaken to identify if there are any readily apparent issues such as standing water, roof membrane, gravel or other degradation, vegetation growth, litter, debris or other unattached items, etc ,
		OP-14.2	Anchors points are inspected by a competent individual at least once yearly or more frequently if required by the equipment manufacturer;	• Roof anchor diagram is posted near the entrance to roof • A current signed and sealed inspection report from a professional engineer and safety certificate is available for viewing at the building site
		OP-14.3	A Fall Protection Maintenance Log Book for Window Cleaning is available at the building site and includes annual inspection data (data, inspectors name and comments)	

		OP-14.3	An independent roof inspection agency inspects the roof every 5 years and ensure required repairs are completed annually	• Fall Protection Maintenance Log Book for Window Cleaning/Roof Anchor Log Book is available at the building site and includes required annual inspection data (data, inspectors name and comments) and records all inspections of anchor points
		OP-14.4	A plan/sketch of the layout of the roof anchors is posted near the entrance to the roof	
OP15 **Asbestos Management**	Members shall ensure the safe handling of asbestos that minimizes exposure to asbestos containing materials at all certified rental buildings	OP-15.1	An Asbestos Management Program, prepared by a qualified person, is developed, implemented and maintained, at all buildings where it is known or suspected that asbestos-containing materials (ACM) will be encountered during a project, repair, alteration or maintenance of a building	• A copy of the building specific Asbestos Management Program is readily available at the building site • A copy of the building survey and inventory of known or suspected asbestos-containing material conducted by a competent individual and completed within the past 12 months is available at the building site • A training log or other documentation identifying staff who have completed required asbestos awareness training is available at the building site
		OP-15.2	A record of the condition and location of all Asbestos Containing Material and whether the material is friable or non-friable is available and keep on the premises	
		OP-15.3	Asbestos Containing Materials are inspected at regular intervals to determine condition, and the record of condition is updated at least once in each 12-month period and whenever new information relating to matters the record deals with s obtained	
		OP-15.4	Required awareness training that includes a general overview of an asbestos management program, instructions for not disturbing asbestos-containing materials and the importance of reporting any damage to trained personnel is provided to staff who work in a building with asbestos-containing materials	
OP16	Member recreational facilities and amenities shall	OP-16.1	Appropriate notification to authorities is provided that identifies the intent to open/re-	

Swimming Pools and Recreational Facilities	be clean, safe and maintained in a non-damaged and non-deteriorated condition		open a pool/spa after closure for more than 4 weeks	• Notification documentation sent to authorities outlining pool opening information is available for review at the building site
		OP-16.2	The individual designated as responsible for the operation of the pool is trained on the pool/spa operation and maintenance, filtration systems, water chemistry and all relevant safety and emergency procedures.	• A visual inspection verifies General Pool Rules, Shower Sign. Emergency Telephone, No Diving, and Unsupervised Signage are posted and the required black disc is visible in the pool
		OP-16.3	Chemicals required for the operation of the pool are stored securely and safely and SDS and other PPE are available	• A visual inspection verifies Safety equipment and information including a first aid kit, life ring/ throwing aid, a backboard, are readily available in the pool area
		OP-16.4	A record/log book of required cleaning, safety and maintenance tests and inspections is maintained, signed and retained for a minimum of one year and is available for inspection by a Public Health Inspector	• A visual inspection verifies that an operational emergency phone is available within 30 metres of the pool and emergency telephone numbers are posted
		OP-16.5	A required black disc 15cm in diameter, on a white background, is affixed to the bottom of the pool at its deepest point	• An eye wash station, SDS and other PPE are readily available where pool chemicals are stored
		OP-16.6	Required signage including General Pool Rules, Shower Sign. Emergency Telephone, No Diving, and Unsupervised Sign are posted	• A log or other documentation is available at the building site that identifies when and by whom cleaning, safety and maintenance inspections and activities relating to the pool and pool area have been undertaken
		OP-16.7	Life safety equipment includes a first aid kit, reaching pole, 2 life ring/throwing aids, a backboard, and emergency telephone are readily available	• A visual inspection verifies signage is posted that outlines gym/ fitness area rules and instructions
		OP-16.8	Finishes and equipment in gym fitness areas are clean and maintained	• A visual inspection verifies safety equipment and instructions are readily available and posted in the fitness room/gym area
		OP-16.9	Signage is posted that outlines gym/fitness area rules and instructions	

		OP-16.10	Clear warning notices as well as information and pictures on correct using techniques for equipment are posted	• Logs or other documentation are available that detail inspections and maintenance/repairs undertaken in the gym/fitness area
		OP-16.11	Signs outlining emergency procedures are posted and a first aid kit is available in the fitness area/ gym	• Antibacterial wipes are other such cleaning wipes are available in the fitness/gym
		OP-16.12	Building staff carry out on-going inspections of the gym/fitness area documenting maintenance/repair issues that need to be addressed	
		OP-16.13	Antibacterial wipes or other such cleaning wipes are available for use in the fitness/gym	
OP17 **Municipal Work Orders**	Members shall have processes and procedures in place to reduce the prospect of receiving municipal violations/ work orders, as well as procedures to address and resolve issues in a satisfactory and timely manner, if identified	OP-17.1	Members are responsible for keeping informed about municipal maintenance and other property standards so as to avoid receiving notification of non-compliance by the municipality	• A documented process is available that identifies how municipal violations, requests for maintenance from the municipality are addressed.
		OP-17.2	Members should develop processes and procedures for responding to violations in a timely manner, if received. These procedures should include notifying CRB Director of Certification of the violation	
OP18 **Doors and Security**	Members shall ensure that the doors and entry system for the building and resident's suites provide for a safe and secure environment	OP-18.1	A process and procedure are available for documenting requests for repairing building/ suite doors, locking and/or entry systems. At minimum this should: ❖ document who to contact if the building entry and/or intercom system is not working properly, ❖ ensure the repair request is initiated at minimum within 24 hours and ❖ identify when the repair is completed	• Documented procedures are available that identify who to contact and service expectations if suite or building door repairs are required • Visual inspection of suite and building entry doors, as well as building intercom verifies the building's intercom does not identify a tenant/resident by unit number, that suite and entry doors are kept closed and locking mechanisms appear to be in

		OP-18.2	The building's intercom should not identify the resident by unit number except where a written request/authorization from the resident has been received and is in the resident file	working order, and that mechanical and service room doors are clearly labelled
		OP-18.3	All exit and suite doors contain working locking mechanisms and are kept closed	
		OP-18.4	Mechanical, electrical and other service room doors are labeled with the purpose of the room and have self-closing devices	

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
FRM-01: **IFRS or ASPE Compliance**	Members shall have a financial system that complies with International Financial Reporting Standards (IFRS) or Accounting Standards for Private Enterprises (ASPE)	FRM-1.1	The owner /property management must ensure annual audited financial statements are prepared in accordance with ASPE (Accounting Standards for Private Enterprises) or have statements that are produced under International Financial Reporting Standards	• Up to date audited financial statements that have been prepared using either ASPE (Accounting Standards for Private Enterprises) or produced under International Financial Reporting Standards or Accounting Standards for Private Enterprises are available
FRM-02 **Operating Budget**	Members shall prepare budgets on an annual basis	FRM-2.1	Members are required to prepare an annual budget that includes anticipated revenues and expenses	• Confirmation of the availability of up to date budgets that include both anticipated revenue and expenses (electronic or paper-based documentation are acceptable)
FRM-03: **Capital Management Plan/Budget**	Members shall have a capital management plan or budget	FRM-3.1	Members shall have a documented capital budget or plan that: ➢ lists major building components, such as windows, doors, siding, roofs, heating systems, and flooring, ➢ provides an estimate for the remaining useful life of the components, ➢ identifies when repair/replacement will take place, how long this capital work will take and which units will be affected	• A capital budget/plan that outlines building specific capital or major repair projects that are underway or upcoming is available and posted • A State of Good Repair Capital Plan (Toronto Buildings Only): Available to tenants/prospective tenants, upon request.
FRM-04:		FRM-4.1	Member are required to maintain the following types / levels of coverage:	

Liability Coverage/ Insurance	Members shall have adequate liability and insurance coverage.		commercial general liability: $5 million per occurrence (personal injury / property damage); and property of every description: all risks of direct loss or damage	• Commercial General Liability Insurance and Property Loss Insurance is maintained • Proof of request for current Resident Liability & Contents Insurance is available in Tenancy Agreement and resident's file
		FRM-4.2	The requirement for residents' liability insurance is specified in the tenancy agreement and documentation of tenant insurance is contained in the resident file	

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
ENV-01 **Environmental Management Policy**	Members shall have a documented Environmental Management Policy that articulates the organizations environmental and sustainability commitments	ENV-1.1	A documented organizational Environmental Policy is developed and available that identifies the organization's environmental priorities and commitments, the actions that will be taken to promote environmentally responsible and sustainable business practices, as well as the actions that will be taken to engage employees and residents	• A documented Environmental Management Policy that outlines commitments to pursuing environmentally responsible and sustainable operating practices and for engaging employees and residents is readily available and viewable by residents, employees, contractors and members of the public (E.g. on corporate website, in resident portal, in resident welcome package, distributed to contractors, discussed at staff meeting, etc.)
		ENV-1.2	The organization's environmental policy is communicated to and/or available to employees, residents, the public and suppliers	
ENV-02 **Environmentally Preferable Purchasing Policy**	Members shall have a documented "Environmentally Preferable Purchasing" policy that outlines commitments to the purchase and use of products and services that minimize negative environmental and human health impacts	ENV-2.1	Each Member shall develop a documented policy covering the purchase of environmentally preferable products and services. At minimum, Members must show a commitment to the purchase of environmentally preferable cleaning and janitorial products and services, wherever practicable.	• On-site review of a policy for the purchase and use of environmentally preferable products and services that includes the types of products, services and attributes to be addressed, as well as expectations on when alternatives to environmentally preferable products and services can be used • Evidence verifying how and when communication of environmental preferable purchasing policy to employees, contractors and suppliers • Evidence of RFP's, tenders, contracts that identify organizational expectations regarding the provision and use of environmentally preferable products and
		ENV-2.2	The organization's environmentally preferable purchasing policy is distributed to employees, contractors and suppliers.	
		ENV-2.3	RFP's, tenders, contracts identify expectations regarding provision and use of environmentally preferable products and services and the criteria used for selection of third-party suppliers and contractors	

		ENV- 2.4	Staff are provided with guidance and expectations on what environmentally preferable products and services to use and what to do and/or what products and services are acceptable if environmentally preferable products or services are not available or practicable to meet the requirements of a specific task	services and the criteria used for selection of third-party suppliers and contractor
ENV-03 **Environmental Performance Monitoring**	Members shall monitor and record environmental performance to ensure substantive irregularities or anomalies in energy/water usage and waste generation and disposal can be identified and actions initiated to remediate and/or mitigate excessive usage, as required.	ENV-3.1	Produce, at minimum, comparative monthly water, energy (electricity and gas) and waste consumption/usage, and cost data in spreadsheet/or other format so that performance data can be monitored and reviewed	• Evidence of comparative monthly (billing period) water, energy and waste and cost data in spreadsheet format or the availability and use of a similar consumption monitoring approach • Evidence is available of a process for identifying and acting upon irregularities/anomalies in consumption including a process for distributing building specific performance monitoring data and issues for follow-up to staff at each certified rental building • Evidence of use of environmental performance data, as appropriate, in communications to staff, residents and the public (E.g. sustainability report, website information), etc.
		ENV-3.2	Develop and document a process for identifying and acting upon irregularities/ anomalies in consumption	
		ENV-3.3	Develop a process for distributing Environmental performance information and notifications regarding potential issues to staff at each certified rental building	
		ENV- 3.4	Keep staff, residents and the public apprised of the organization's environmental performance	
ENV-04 **Electricity**	Members shall endeavour to reduce electrical consumption and shall encourage conservation from a resident, operational and staff perspective.	ENV- 4.1	At minimum, Members are required to install energy efficient electrical fixtures and lamps/light bulbs for use in common areas This means: all incandescent bulbs in common areas must be replaced by energy efficient alternatives. While LED bulbs/lamps are a preferred minimum for energy efficiency, at a base minimum CFL's can replace incandescent bulbs	• Invoices, purchasing contracts or other documentation verify that all existing common area fixtures are using energy efficient lamps that at minimum, meet the requirements of the standard. • Invoices, purchasing contracts or other documentation verify that all existing fluorescent lamp common area fixtures at minimum, meet the requirements of the standard.
		ENV- 4.2	At minimum, members shall install energy efficient alternatives in common areas where fluorescent fixtures with magnetic ballasts	

				and T12 tubes are being used, While LED fixtures and tubes are a preferred minimum, at the base minimum T8's with electronic ballasts can replace all T12 tubes in common areas	• Invoices, purchasing contracts or other documentation verify that all Exit signs have been retrofitted or changed to meet minimum LED sign requirements
		ENV- 4.3	At minimum, Members shall install energy efficient electrical fixtures and lamps/light bulbs for use in building-owned in-suite fixtures. This means: all incandescent bulbs in building-owned in-suite fixtures must be replaced by energy efficient alternatives. While LED bulbs/lamps are preferred minimum, at a base minimum CFL's can replace incandescent bulbs	• Purchasing contracts or invoices verify that when replacements for in-suite appliances and laundry machines are required, that such replacements are being carried out using Energy Star qualified appliances
		ENV-4.4	At minimum, members shall install energy efficient alternatives in building-owned in-suite fixtures where fluorescent fixtures with magnetic ballasts and T12 tubes are being used, While LED fixtures and tubes are a preferred minimum, at the base minimum T8's with electronic ballasts can replace all T12 tubes in common areas	• A random visual inspection of various common area fixtures will verify that energy efficient alternatives are being used, and that energy efficient appliances are being used in common areas such as laundry rooms
		ENV- 4.5	At minimum, LED Exit signs are used in all common areas	• Evidence is available that demonstrates communication/ information to residents on energy reduction and electricity conservation strategies they can use (E.g. information included in welcome package, information included in newsletter, on resident portal, on corporate website, etc.)
		ENV-4.6	Energy Star rated appliances are used when in-suite appliances are replaced. If the appliance type is not Energy Star qualified, EnerGuide data should be used to identify most energy efficient appliance	
		ENV-4.7	Energy Star rated appliances are contracted for/used in common area laundry. As clothes dryers are not Energy Star rated, EnerGuide data should be used to identify most energy efficient appliance	• A visual inspection of various fixtures in common areas throughout the building verify that fixtures are maintained and fully operational (no burnt out lamps/ bulbs/ tubes, loose wires, missing lens covers, etc.) and contain appropriate covers)

		ENV-4.8	Education/information on energy reduction and electricity conservation, as well as information on how to appropriately dispose	• A light meter will be used to randomly verify minimum lighting levels are maintained,
				    o Emergency Lighting - 10 lux
				    o Exits - 50 lux
				    o Stairs - 50 lux
				    o Hallways - 50 lux

			of CFL's and other fluorescent lighting are incorporated into the Member's resident education and awareness program	- Parking Garage (drive isles and parking spots) - 50 lux - Storage Rooms - 50 lux - Public Washrooms - 100 lux - Elevator Rooms - 100 lux - Laundry Room - 200 lux - Service Rooms (Boiler Room etc.) - 200 lux *
		ENV-4.9	While energy efficient fixtures/lamps are to be used, lighting levels must meet Ontario building code/municipal property standards and fixtures must be maintained and fully operational (no burnt out lamps/bulbs/tubes, loose wires, missing lens covers, etc.) with appropriate covers)	
ENV-05 **Gas**	Members shall reduce natural gas consumption and encourage gas conservation	ENV-5.1	Preventative and ongoing maintenance of all boiler and/or heating systems by qualified HVAC and Service Providers, are conducted to ensure maximum efficiency	- A current service contract with a qualified service provider is available for review that covers the preventative and regular inspection, servicing, repair and maintenance of all boiler and/or heating systems - Evidence that an up to date inspection log is present in HVAC / Boiler Room Log Book
ENV-06 **Water**	Members shall endeavour to reduce water consumption and shall encourage water conservation from a resident, operational and staff perspective.	ENV-6.1	At minimum, all existing common area and in-suite toilets shall have a maximum flush volume of 6 litres per flush/1.6 gallons per flush	- Invoices, purchasing contracts or other documentation verify that all existing toilets, showerheads, faucets and aerators at minimum meet the water efficiency requirements of this standard - Invoices, purchasing contracts or other documentation verify that all toilet, faucet, aerator and showerhead replacements at minimum meet the replacement requirements of this standard - Contracts, invoices or other documentation verifies that Energy Star qualified appliances are being selected when existing appliances are replaced
		ENV-6.2	As toilets are replaced, members are required to install water efficient plumbing fixtures for use in common areas and in-suite applications. At minimum, toilets with a maximum flush volume of 4.8 litres per flush/1.28 gallons per flush will be used	
		ENV-6.3	At minimum, all existing showerheads will have a maximum flow rate of 9.5 litres per minute/2.51 gallons per minute	

		ENV-6.4	As showerheads are replaced, at minimum, showerheads with a maximum flow rate of 5.7 litres per minute/1.5 gallons per minute will be used	• Purchasing contracts, invoices or other documentation verify that energy and water efficient laundry machines are being used in all common area laundry facilities
		ENV-6.5	At minimum, all existing faucets have a maximum flow-rate of 8.35 litres per minute/2.2 gallons per minute	• Documented evidence is available that shows communication/ information being furnished to residents on the importance of reporting leaks and water conservation
		ENV-6.6	As faucets are replaced or new aerators added to existing fixtures, at minimum they will be replaced with models with a maximum flow rate of 5.7 litres per minute/1.5 gallons per minute	• Documented evidence of at minimum, annual water-related fixtures inspections
		ENV-6.7	At minimum Energy Star /or equivalent rated machines with a minimum Modified Energy Factor of 2.0 and a maximum Water Factor of 6.0 will be selected for use in common area laundry facilities	
		ENV-6.8	An active program is in place to encourage residents to report leaking fixtures and for building staff to ensure repairs of reported leaks are completed within two business days	
		ENV-6.9	At least once a year, inspections for leaking or malfunctioning common area, mechanical room and fixtures are required	
ENV-07 **Waste Management**	Members shall promote waste reduction, reuse and recycling at all buildings.	ENV-7.1	Building specific policies and operational practices are developed and implemented for the disposal and reduction of waste including general, recyclables and organic waste, hazardous waste and materials. Electronic waste and bulk materials	• Evidence of documented building specific policies and operational practices for the disposal and reduction of waste including general, recyclables and organic waste, hazardous waste and materials, electronic waste and bulk materials
		ENV-7.2	Garbage, recycling and other waste disposed of on a per building basis is tracked	• Evidence that residents have been made aware of where they can dispose of

			and used to identify building specific waste and recycling targets	hazardous, e-waste, bulk materials, in addition to general garbage, recycling and organics
		ENV-7.31	Staff training is provided on waste management practices	• Documentation/logs are available that show quantities and types of waste (garbage, recycling and other waste) per building on a regular basis
		ENV-7.4	A communications plan is implemented that promotes resident awareness and encourages participation in waste reduction and recycling efforts and that provides updates as required	• Evidence that building data is used to help identify building specific waste and recycling targets (Building specific Waste Diversion target is available)
		ENV-7.5	Both indoor and outdoor waste disposal areas, bins, chute rooms, and recycling and organic disposal areas are required to be kept clean, litter, odour and pest free with disposal bins maintained so as to promote appropriate use of these areas	• Evidence of staff training on waste management practices (Dates, names of participants, types of training, information) • Evidence of communications with residents that encourage awareness and participation in waste reduction and recycling efforts , and that encourage appropriate use of waste streams so as to reduce contamination
ENV-08 **Indoor Air Quality**	Members shall ensure that the air quality in suites and in common areas meet applicable standards.	ENV-8.1	When purchasing materials, Members must reduce the use of products such as paints, carpeting, flooring, and cleaning products that contain Volatile Organic Compounds (VOCs) and specify or select products with no or low chemical emissions and that are scent free, where available and practicable. .	• Invoices, service contracts or other documentation verify the purchase/use of no or low chemical emission products and services for common-areas and for in suite repairs and refurbishment
		ENV-8.2	Members must specify to contractors that complete in-suite maintenance, renovations, refurbishments and pest treatments that materials and products that produce no or low chemical emissions must be used where available and practicable and that contractors undertake measures to reduce dust, dirt and other contaminants and provide adequate ventilation when working	• RFP's and contracts with suppliers/ contractors outline expectations on use of no/low VOC and other chemicals in materials and products, and measures to reduce air contamination while working • No smoking/no vaping signage is displayed at all entrances to the building • Resident welcome package or other documentation highlights no smoking requirements at the building
		ENV-8.3	Municipal smoking by-laws, Provincial legislation and any building specific policies	

		ENV-8.4	Members must inspect kitchen and bathroom exhaust fans at least annually to ensure they are maintained in working order	• Annual suite inspection form or other documentation verifies minimum annual Inspection of in-suite bathroom and kitchen fans
		ENV-8.5	HVAC and air handling equipment must be regularly inspected, serviced and, as necessary, repaired by a qualified HVAC service provider so as to ensure outdoor air flow rates are maintained and the ventilation system is performing as designed and in accordance with municipal building standards and the National Building Code	• Evidence of current contract with HVAC provider to regularly inspect, service and repair all air handling equipment • Communications plan or documentation is available that promotes resident awareness about factors affecting indoor air quality and their role in maintain indoor air quality
		ENV-8.6	Residents are made aware of the impact of in-suite activities on building air quality and their role in ensuring air quality in the building	
ENV-09 **Employee Engagement**	Members shall foster a culture that promotes a commitment of front-line staff to delivering services and operating buildings in an environmentally responsible manner. .	ENV-9.1	Identify per CRBP building, a building-specific person who will promote, lead and coordinate building specific environmental initiatives	• Verify the name of the staff person on a per building basis who has received environmental leadership training and who is designated to promote and lead implementation of Environmental Standards at the building
		ENV-9.2	In organizations with over 20 employees, establish a cross- functional Environmental Operations Committee (Over 20 employees)	• Demonstrate active environmental and resource conservation training and knowledge enhancement program for employees including names, dates and content of training provided
		ENV-9.3	Ensure staff person who is designated to promote and lead implementation of Environmental Standards receives environmental leadership training	• Review Environmental Committee meeting minutes
		ENV-9.4	Ensure all staff are aware of the organization's environmental commitments and programs	• Provide evidence of on-boarding procedures fused or ensuring new employees are made aware of company's environmental policies, procedures and expectations, as well as procedures for

				furnishing updates/changes to all employees

ENV-10 Resident Engagement	Members shall actively engage residents in efforts to reduce consumption and to encourage their use of environmentally responsible practices.	ENV-10.1	Members shall have a documented and active resident education and awareness program that at minimum includes:
			
			• Distribution of environmental policies and updates to current and new residents
			
			• Distribution of annual updates on building specific activities and targets distributed to all residents
			
			• Information to residents on expectations and procedures relating to waste management, recycling and other environmental measures
			
			Distribution of material to residents that encourages and promotes conservation
				• Provide evidence of a documented and active resident engagement and awareness program
				
				• Provide evidence of how and when the following types of information have been communicated to new and existing residents, contractors and the public:
				
				   o organization's environmental policy as well as updates and changes
				   o annual update on building specific activities and targets to all residents
				   o expectations and procedures relating to waste management, recycling and other environmental measures
				
				material to residents that encourages and promotes conservation

CERTIFIED RENTAL BUILDING™ PROGRAM
STANDARDS OF PRACTICE AND ASSOCIATED REQUIREMENTS (ON) 2020

Standard Number	UPDATED Standard		UPDATED Standard Requirements	UPDATED Audit Verification
SOC-01 **Building Assessment**	Members shall ensure the physical structure of the building and surrounding property is safe, well-maintained and provides acceptable living conditions for residents	SOC-1.1	All areas of the building and mechanicals are ➢ Clean ➢ Maintained ➢ Non – deteriorated condition ➢ No holes, gouges, ruts, cracks, scuffing ➢ Surfaces are not peeling/ stained/ deteriorated ➢ No visible signs of damage ➢ No readily apparent hazards ➢ Litter/debris free ➢ Access is secure ➢ Pest-free ➢ Well lit ➢ No readily apparent water leaks ➢ Mechanical systems are operational	• A thorough roof to basement walk through of internal and external common areas as well as mechanical and operational areas of the building is conducted to verify maintenance and repair status, and to provide an assurance of the overall "quality" of the building and surrounding grounds.
SOC-02 **COVID-19 Response**	Members shall help protect residents, staff and building visitors by applying and enforcing COVID-19 related organizational and public-health and safety measures	SOC-2.1	Members shall develop and make available at the building site a building specific COVID-19 Safety Plan that identifies risks and appropriate controls needed to mitigate COVID related risks	• A visual review of the building's COVID-19 Safety Plan will be undertaken at the building site • A copy of the organizational face mask policy will be viewed at site • A training log or other documentation will be viewed to verify staff training on organizational and government COVID-19 face mask policies • A building walk through will verify that mandatory face mask signage, as well as
		SOC- 2.2	Members shall develop a face mask policy that outlines expectations for wearing a face mask in different areas of the building and on the building property. This policy must be in accordance with provincial and municipal requirements and reflect building/organizational expectations and must be made available for viewing by municipal officials if requested	

		SOC-2.3	Member shall train all individuals working at the building on the organizations mask policy and municipal and provincial face mask bylaws and regulations	signage on physical distancing, limits on gathering sizes, the importance of handwashing etc. are posted and readily viewable in common areas of the building
		SOC-2.4	Members shall post signage regarding physical distancing, mandatory face mask, and limits to public gathering requirements at the entrances to the building and in common areas	• A building walk through will verify the availability of hand sanitizer/handwashing station in the common areas of the building including such areas as the lobby and laundry room
		SOC-2.5	Members shall post signage/ floor decals in and around elevators that promote physical distancing and outline requirements on limits of people who can use the elevator at any one time	• Copies of COVID_19 pre-screening questionnaires will be viewed to verify their use prior to entry to a resident's suite, prior to contractors entering the building and prior to staff attending at work.
		SOC-2.6	Member shall post signage and make available hand sanitizers/hand washing stations in the lobby, common areas of the building such as laundry room, mail room, waste/recycling areas, recreational facilities, underground garage	• Building walk-through will be used to verify that furnishing in the lobby and other common areas of the building have been removed or access restricted so that physical distancing and gathering limit requirements can be met.
		SOC-2.7	Member shall develop and implement a policy, practices and protocols for use of COVID – 19 pre-screening questionnaires prior to entry to a resident's unit, prior to contractors entering the building and prior to staff starting work and what to do if a positive response/test result is received.	• A visual inspection of the posted cleaning schedule will be used to verify the cleaning schedule has been updated to incorporate twice daily, minimum, cleaning and disinfecting of high touch point common areas
		SOC-2.8	Members shall develop a policy and procedures for the safe storage of resident and staff COVID-19 related information and for the destruction of this documentation as required	

		SOC-2.9	Members shall ensure non-essential common areas as specified by public health and provincial authorities remain closed as specified by provincial orders	
		SOC-2.10	Members shall ensure public areas including the lobby promote physical distancing and limit gatherings of people	
		SOC-2.11	Members shall ensure cleaning schedules are modified to include at minimum an updated schedule that includes twice daily cleaning and disinfecting of high touch point surfaces in common areas and that these updated schedules are posted in a prominent location in the building	
		SOC-2.12	Members shall ensure their maintenance/service log contains information required to contract trace, if needed	

APPENDIX C

TRAINING COURSE OVERVIEW

REQUIRED TRAINING COURSES

Ambassadors Training

Overview

Mandatory course for all leasing, building operations, and administrative staff involved with Certified Rental Buildings, designed to promote property management professionalism, to build awareness and pride in one's own building and accomplishments related to achieving certification under the CRBP and to highlight the importance of the CRBP's core values such as quality, service, integrity, caring, sustainability and leadership.

More specifically, the Ambassador's Training provides an overview of what the CRBP is, why it was created, what is required to achieve and maintain certification and why CRBP buildings represent the "Best of the Best" and a "quality distinction" in multi-unit residential housing.

Length: 1.5 hours

Format: E-Learning and/or Facilitated/Virtual Classroom training
Once all initial staff are trained, often included as part of an organization's on-boarding process.

AODA/IASR Accessible Customer Service

Overview

Learn how to confidently provide quality customer service to an expanding base of customers and visitors with diverse accessibility needs.

This course designed for staff who interact with the either residents, or other internal or external customers is geared specifically to individuals in the multi-unit residential rental housing sector, and meets compliance training requirements under the Accessibility for Ontarians with Disabilities Act / Integrated Accessibility Standards Regulation and the Customer Service Standard. The focus of this course is identifying how individuals can confidently provide quality customer service to an expanding base of customers and visitors with diverse accessibility needs.

Length: 2.5 hours

Format: E-Learning and/or Facilitated Classroom training
This course is often included as part of an organization's on-boarding process.

Environmental Awareness and Leadership Training

Overview

Building awareness and providing training are important steps in achieving involvement and commitment of staff to environmentally responsible and sustainable operating practices and ultimately to building a culture of conservation. This course is designed to ensure staff receives requisite training on the CRBP Environmental Standards, competency training covering various aspects of sustainability, conservation and environmentally responsible operating practices, as well as training on each Member's own environmental policy, practices, procedures and expectations.

Length: ½ day

Format: E-Learning and/or Facilitated/Virtual Classroom training
At least one person per building must be trained and will lead the building's environmental activities. It is however suggested that it would be beneficial for all building operations staff to receive the training.

Technical Training - Certified Rental Building™ Program

Overview

This course provides key property management staff with detailed training about the certified rental building program and the associated expectations for quality and service. The training highlights each of the standards of practice, their associated requirements and criteria that may be used for audit verification. This training shows how the principles of ESG (Environmental, Social and Governance factors) are an inherent part of the CRBP, are integrated into the standards and form a framework for differentiating quality assets, promoting ESG leadership and ensuing excellence in the multi-res sector.

Length: full day

Format: Facilitated Classroom/Virtual training

APPENDIX D

CRBP AUDIT PROTOCOLS/PROCESSES
AND COVID 19 CHANGES

FRPO-CRBP Audit Protocols- COVID 19 Changes

As communities and businesses across Ontario are opening up more and more, we are looking to potentially begin to re-schedule the FRPO Certified Rental Building™ Program Certification and Re-Certification audits for the fall 2020. As with all business operations, COVID 19 requires that FRPO's CRBP audit regime be modified somewhat as a means to adapt to the changing times and environment. While we have not fully amended all our audit processes here are a few things you might expect going forward:

Protecting your staff and our auditors

- According to CRBP policy, if on the day of the audit, the auditor is feeling unwell, the auditor will not attend at the building site to complete the CRBP audit and must inform the CRBP Director of Certification and the property management company/ building staff that the audit will need be rescheduled for a future date.

- The auditor will ask building/property management staff pre-audit COVID-19 screening questions prior to entering the building. If as a result of the answers to these questions, the CRBP auditor has concerns about safety, then the audit will be re-scheduled for a future date.

- If the property manager uses a pre-screening COVID questionnaire for contractors who attend at their building, the CRBP auditor will complete this questionnaire prior to entry at the building. If as a result of the answers to these questions, the property manager/building staff have concerns about safety, then the audit will be re-scheduled for a future date.

- The auditor will wear a face mask at all times. Goggles, face shield and/or gloves will be used by auditors as appropriate. The auditor will have hand sanitizer readily available for use. The auditor will be responsible for bringing their own mask, gloves or other PPE and supplies.

- The auditor will comply with otherCOVID-19 requirements/protocols identified by building/ property management staff for "contractors".

- Auditors will maintain a "No handshake" policy

- As part of the audit process, the auditor requires access to various rooms and areas of the building. Physical distancing requirements will be upheld at all times while traveling through the building and while travelling to different locations.

- We ask that the auditor be provided with access to building areas such as roof, elevator room, boiler room, etc. If physical distancing between the auditor and building staff can not be maintained within these spaces, then we ask that access to the space be provided and then the auditor be allowed to review the space by themselves with the staff person remaining at the entrance. The auditor would be pleased to identify if any significant issues were identified (we take lots of pictures).

- CRBP auditors are required to maintain a building/site log identifying the date, time and location of in-person attendance at the building for contact tracing purposes, if necessary.

Changes to the Audit Process

- At times, auditors are required to review of logs/documentation within the various spaces, (E.g. boiler logs, fire log records, fire safety plan, elevator maintenance control logs, cleaning logs) Handling of documents will be avoided if possible and where necessary, kept to a minimum. All auditors will have hand-sanitizer/wipes that can be used as required and appropriate. Building staff will be apprised as to what items have been touched.

- In some situations, multiple audits at different building sites are scheduled for an auditor in one day. In these situations, auditors will change face masks/coverings when entering a new building and will ensure hands, phone, equipment the auditor is carrying is cleaned and sanitized prior to entry into a new building.

We are currently identifying acceptable procedures for conducting the office documentation review - including such items as fire safety certificates, building emergency plan, maintenance and service logs daily operations logs, training verification records (First Aid, WHMIS, etc.) and resident files etc. This could include a combination of building staff providing a pdf or picture of documentation and a ZOOM or other virtual meeting to answer questions

Added COVID-19 Common Area and Documentation Requirement Review

- In response to the current and changing pandemic environment, the CRBP certification/ re-certification audit process will now include a basic COVID-19 review. This review will examine the availability of a series of measures/items that public health and local authorities have identified as required or beneficial to help maintain the safety of residents, employees and contractors and to help reduce the spread of the virus within multi-residential buildings.

- This review will focus on the availability of posters, markers and other signage/information outlining facemask, physical distancing, hand-washing requirements, sneeze/cough etiquette in different common areas of the buildings, the availability of hand-washing stations, and posting of guidance and other important COVID-19 information, as well as the use of common areas, and amenities within the building.

- The review will also focus on the availability of required COVID related policies and operating protocols including:

  - ❖ A written masking policy

  - ❖ Updated policy and protocols on use of PPE

  - ❖ A log/documentation showing employees have been trained on all COVID-19 related policies and procedures, including up-to-date education and training on COVID-19 risk factors and protective behaviors (for example, transmission points, equipment cleaning processes, cough etiquette and handwashing, the organizations mask policy and the City of Toronto bylaw, use and disposal of PPE).

  - ❖ An updated sickness/illness and return to work policy and protocols for employees/contractors and other professionals entering the building that incorporates expectations and responses to COVID-19

  - ❖ The availability and use of staff/contractor COVID pre-screening protocols

  - ❖ Written protocols for employees/contractors/residents when entry to entering a resident's suite is required

  - ❖ Written protocols on scheduling and use of building amenities and contact tracing procedures

❖ Updated policy and protocols on cleaning/disinfecting including high frequency touch point surfaces and the availability of detailed cleaning log

We continue to be open to suggestions/requirements that your organization may require. Further we will be continuing to examine and modify procedures that respond to changes in understanding about COVID-19 and safe and effective ways to operate within the new normal environment.

THE CERTIFIED RENTAL BUILDING™ PROGRAM
AUDIT PROTOCALS – COVID 19

CRBP AUDIT PROTOCOL
PHASE 1- ARRANGING THE AUDIT – Initial Contact

FRPO Director of Certification identifies an organization where a CRBP certification/ recertification audit is required. An email with information on the new CRBP audit protocols is sent to the organization along with a notice they will be contacted in near future to discuss CRBP auditing

→ FRPO Director of Certification arranges a meeting with the CRB Member organization to review enhanced/CRB audit protocols, to conduct and complete an initial COVID pre-screening and to obtain agreement to either pursue audit at this time or to delay the audit to a future date

→ CRBP Member organization indicates recertification/ certification audits will need to be delayed

→ Based upon responses to initial pre-screening questionnaire, Director of Certification determines audit will need to be delayed

→ FRPO Director of Certification identifies timeframe for re-contact for potential scheduling of certification/ re-certification audit

→ If agreed that certification/ re-certification audits can move forward, the Director of Certification obtains the name(s) of the property managers to contact for scheduling of audits and for obtain building staff contact information

→ FRPO Director of Certification enters building sites into iAuditor

→ FRPO Director of Certification assigns and contacts senior audit company who will oversee the audit so that audits specifics can be scheduled

CRBP AUDIT PROTOCOL
PHASE 1- ARRANGING THE AUDIT – Assigning the auditors

The assigned senior audit company will contact the identified property manager(s) to
- Highlight the COVID related modifications/changes to the audit process and to review new protocols ,
- To complete COVID pre-screening questionnaire
- To validate that there are currently no known issues that might inhibit completion of CRB audit
- To set the date and time for the auditor to complete building walk throughs (A maximum of **2***** different audits can be scheduled within the same day)

Property manager does not feel comfortable with completing audit at this time and indicates recertification/ certification audits will need to be delayed

Based upon discussion with property manager, Senior audit company determines it is not appropriate to move forward with the audit at this time

Date for re-contact regarding completion of audit is determined

FRPO Director of Certification is notified by auditor that audit scheduling for the identified building has been postponed, the reason why and date for potential re-contact

If it is agreed the audit will move forward, the date, time and location for the building walk-through are determined and the name(s) of building manager/staff to whom audit preparation documentation should be sent electronically are obtained

CRBP Senior Auditor contacts potential auditor to furnish date, time and location of requested audit and to obtain COVID confirmation on ability to undertake this audit.

Auditor declines specific audit request

Auditor confirms acceptance of identified audit. iAuditor is updated to include confirmed assignment of auditor

CRBP Senior Auditor forwards audit preparation documentation, information on CRBP audit protocols & expectations to building staff, as well as the name of the person who will complete the building walk-through audit.

CRBP AUDIT PROTOCOL
PHASE 1- ARRANGING THE AUDIT – Pre-Audit Preparation

Day before scheduled audit, auditor contacts building staff to confirm audit timing, to remind building staff of audit protocols, and to complete a CRB COVID-pre-screening questionnaire with building staff

Building staff do not feel comfortable with completing audit at this time and indicate recertification/ certification audits will need to be delayed

Based upon discussion, CRBP auditor determines it is not appropriate to move forward with the audit at this point

Date for re-contact regarding completion of audit is determined

FRPO Director of Certification is notified by auditor that audit scheduling for the identified building has been postponed, the reason why and date for potential re-contact

It is agreed the certification/ re-certification audit will move forward, Building manager/ staff are reminded about preparation requirements and verify if there are specific requirements that will need to be met from a building perspective

Auditor ensures masks, hand sanitizer and other PPE or materials that will be brought to the audit are available, clean and disinfected

Auditor ensures iAuditor schedule and associated template for the building audit is available and active.

CRBP AUDIT PROTOCOL
PHASE 1- ARRANGING THE AUDIT – Completing the building walk through

On day of audit, at time of entry to the building, complete the COVID pre-screening questionnaire with building staff. Further complete required pre-screening questionnaire presented by building staff. Ensure a new face mask is worn, and hands are sanitized prior to entry to the building

Based upon completion of building pre-screening questionnaire, building staff do not feel comfortable with completing audit at this time and indicates recertification/ certification audits will need to be delayed

Based upon discussion with building staff and completion of pre-screening questionnaire, CRBP auditor determines it is not appropriate to move forward with the audit at this point

Date for re-contact regarding completion of audit is determined

Senior Audit Company is apprised that audit has been delayed and the suggested date for re-contact/ completion of the audit.

If it is agreed the certification/ re-certification audit will move forward, ensure at minimum that a face mask is worn and physical distancing requirements are maintained at all times, between auditor and building staff and residents that may be encountered during the building walk-through

During walk through building staff should be responsible for opening doors to restricted areas such as roof, elevator, mechanical, rooms etc..

If physical distancing cannot be maintained, building staff should provide access to the area, and remain at the entrance to the space while the auditor examines the area and any required documentation.

Mechanical and maintenance room logs should be reviewed, where required. The auditor should advise building staff of documentation handled during the audit process

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CRBP AUDIT PROTOCOL
PHASE 1- ARRANGING THE AUDIT – Completion of the Audit

Upon completion of building walk-through (grounds/outside, as well as inside spaces) the auditor should advise building staff that the audit is complete.

Building staff advised that arrangements will be made for completion of "office/documentation" audit for a future date

The auditor should advise building staff of all areas entered and items touched so that cleaning and disinfecting practices can be instituted, as appropriate

Prior to leaving the building site the auditor will communicate the expectation that if either the auditor or building staff are apprised of potential COVID positive testing that this information will be communicated to the other so that appropriate quarantine/testing measures can be put in place

Prior to entry to ones vehicle, face mask and any other disposal PPE worn by the auditor should be removed and disposed of in a garbage bag, which should then be sealed.

All items used during the audit should be cleaned and disinfected prior to entry into one's vehicle

Portion of iAuditor report that focuses on building walk-through components is reviewed and finalized and the Senior Auditor apprised

DATE: _____   TIME: _____

BUILDING ADDRESS: _____

PROPERTY MANAGEMENT COMPANY: _____

STAFF PERSON ATTENDING THE AUDIT/ COMPLETING THE QUESTIONNAIRE:

_____

Question 1
To your knowledge has there been any active/confirmed cases of COVID-19 in your building in the last 14 days?
☐ YES   ☐ NO   If yes, on what floor: _____

Question 2
To your knowledge have you been in close contact with anyone who is sick, with anyone with a respiratory illness or with anyone who has had a probable or confirmed case of COVID-19 in the past 14 days?
☐ YES   ☐ NO

Question 3
Have you travelled outside of Canada or had close contact with anyone that has travelled outside of Canada in the past 14 days?
☐ YES   ☐ NO

Question 4
Are you feeling sick today?
☐ YES   ☐ NO

Question 5
Have you been advised by your physician or Public health inspector to be in self-isolation (currently/within the last 14 days)?
☐ YES   ☐ NO

Question 6

Do you have any of the following new or worsening symptoms or signs?

- New or worsening cough: ☐ YES   ☐ NO
- Shortness of breath   ☐ YES   ☐ NO
- Sore throat   ☐ YES   ☐ NO
- Runny nose, sneezing or nasal
  congestion (not related to allergies, or
  other known causes or conditions   ☐ YES   ☐ NO
- Hoarse voice   ☐ YES   ☐ NO
- Difficulty swallowing   ☐ YES   ☐ NO
- New smell or taste disorder(s)   ☐ YES   ☐ NO
- Nausea/vomiting, diarrhea, abdominal pain   ☐ YES   ☐ NO
- Unexplained fatigue/malaise   ☐ YES   ☐ NO
- Chills   ☐ YES   ☐ NO
- Headache   ☐ YES   ☐ NO
- Fever (hot to touch or 37.8 or higher)   ☐ YES   ☐ NO

_____

Signature

APPENDIX E

AUDIT PREPARATION
CHECKLISTS

THE CERTIFIED RENTAL BUILDING™ PROGRAM

REQUEST FOR AUDIT &
CORPORATE COMPLIANCE VERIFICATION

Property Management Company: _____

Number of Buildings in CRB Program:

_____

Audit Year: _____

As part of the mandatory re-certification process under the Certified Rental Building™ Program, we require formal confirmation of compliance with the CRB Program Standards of Practice.

The following form must be fully completed and signed by a person with the legal authority to bind the organization.

A. Corporate Policies

Do you continue to maintain, review and update annually (where required) the following corporate policies as it pertains to the CRB Standards of Practice? Are these policies available to all staff?

		Updated Policies Are Maintained	Available to staff
❐ Human Rights	HR-01	☐ Yes ☐ No	☐ Yes ☐ No
❐ Occupational Health and Safety	HR-02	☐ Yes ☐ No	☐ Yes ☐ No
❐ Workplace Violence & Harassment	HR-05	☐ Yes ☐ No	☐ Yes ☐ No
❐ AODA	HR-06	☐ Yes ☐ No	☐ Yes ☐ No
❐ Privacy	RM-02	☐ Yes ☐ No	☐ Yes ☐ No
❐ Pest Management	RM-07	☐ Yes ☐ No	☐ Yes ☐ No
❐ Environmental	ENV-01 & ENV-02	☐ Yes ☐ No	☐ Yes ☐ No
❐ COVID-19 Face Mask Policy		☐ Yes ☐ No	☐ Yes ☐ No

B. Standard Content:

Please confirm if these documents contain the following required content?

☐ **Resident Welcome Package** contains, at minimum, the following 11 items**:** 1. LTB form 2. Fire safety information 3. Request for emergency assistance/vital services disruption information 4. Location of the building's waste/recycling facilities 5. Information on what type of waste goes where 6. Conservation tips 7. Maintenance request procedures 8. Complaint/maintenance escalation (one-up) process 9. CRB Brochure 10. CRB Green Brochure 11. Information on COVID-19 & building protocols and what to do if tested positive for COVID-19	RM-05	☐ Yes	☐ No
☐ **Building Emergency Plan** contains information on the processes and procedures for dealing with: • Evacuation • Fire/fire alarm • Flood/major water leak • Loss of electrical power • Loss of natural gas • Natural gas leak • Earthquake/tornado • Major structural collapse • Elevator entrapment • Medical emergencies • Site safety plan • Media relations	OP-02	☐ Yes	☐ No
☐ **Annual In-Suite Inspection Form** includes checks for the following 5 items & contains info on COVID-19 expectations: 1. Life Safety 2. Energy Conservation / Air Quality 3. Suite Condition 4. Pest Management 5. Illegal or Non-Conforming Activities	OP-05	☐ Yes	☐ No
☐ **Building Inspection Form** contains: 1. Health & Safety 2. Asset Condition 3. Energy conservation / efficiency 4. Maintenance (Indoor/Outdoor/Garage)	OP-06	☐ Yes	☐ No

C. Training and Education

Have all existing employees completed the following training and are all new employees required to complete the following training?

		All Existing Staff Trained	Training Required for all New Staff
❐ Occupational Health and Safety (*Worker Health and Safety Awareness in 4 Steps – Ministry of Labour*)	HR-02	☐ Yes ☐ No	☐ Yes ☐ No
❐ WHMIS	HR-04	☐ Yes ☐ No	☐ Yes ☐ No
❐ Workplace Violence & Harassment	HR-05	☐ Yes ☐ No	☐ Yes ☐ No
❐ AODA/IASR	HR-06	☐ Yes ☐ No	☐ Yes ☐ No
❐ Pest Management (TBD)	RM-07	☐ N/A Future Requirement	☐ Yes ☐ No
❐ Environmental	ENV-09	☐ Yes ☐ No	☐ Yes ☐ No
❐ COVID-19 Mask Training		☐ Yes ☐ No	☐ Yes ☐ No

D. Property Operations Manual/Binder

❐ Is there a CRB manual/binder in place at all locations? (Quality Process Binder/Policy and Procedures Manual)	☐ Yes	☐ No

E. Financial and Risk Management

Are the following up to date?

❐ Notices of Rent Increase	RM-09	☐ 90 Days Notice Provided

Are the following items available and being used as part of operations?

❐ a financial system that complies with International Financial Reporting Standards (IFRS) or Accounting Standards for Private Enterprises (ASPE)	FRM-01	☐ Yes	☐ No
❐ an annually prepared operating budget	FRM-02	☐ Yes	☐ No
❐ a current Capital Management Plan or budget	FRM-03	☐ Yes	☐ No
❐ Liability and building insurance for all locations	FRM-04	☐ Yes	☐ No

F. Contractor Management

Are existing contracts in place or is there other evidence available to confirm that licensed/ certified contractors, and/or that tradespeople, who are members in good standing of the Ontario College of Trades (OCOT) are used for the following?

❐ Fire Protection	OP-01	☐ Yes	☐ No
❐ Boilers/HVAC	OP-11	☐ Yes	☐ No
❐ Elevators	OP-12	☐ Yes	☐ No
❐ Pest Management	RM-07	☐ Yes	☐ No
❐ Plumbing		☐ Yes	☐ No
❐ Electrical		☐ Yes	☐ No

Are the following types of verification requested from all contractors?

❐ Current WSIB certificates	OP-10	☐ Yes	☐ No
❐ Liability insurance	OP-10	☐ Yes	☐ No
❐ Verification of completion of AODA/IASR Training	OP-10	☐ Yes	☐ No
❐ COVID-19 pre-screening questionnaire prior to attending at the building		☐ Yes	☐ No

G. Environmental

Evidence is available that documents the following are maintained:

❐ Environmental Management Policy	ENV-01	☐ Yes ☐ No
❐ Environmentally Preferable Purchasing Policy (at minimum use of low/no VOC Products in janitorial products)	ENV -2 & ENV-08	☐ Yes ☐ No
❐ Environmental Utility Performance Monitoring including Energy, Water, Gas consumption and associated remediation efforts as necessary	ENV-03	☐ Yes ☐ No
❐ Energy efficient electrical fixtures, appliances and lamps/light bulbs are used in common areas and for in suite applications	ENV-04	☐ Yes ☐ No
❐ Preventative and ongoing maintenance records are available for all boiler and/or heating systems to ensure maximum efficiency	ENV-05	☐ Yes ☐ No

☐ Water efficient plumbing fixtures are used in common areas and in-suite applications	ENV-06	☐ Yes ☐ No	
☐ On-going logs/mechanisms for tracking amounts of garbage, recyclables, organic, hazardous, electronic and bulk	ENV-07	☐ Yes ☐ No	
☐ An active environmental resident education and awareness program Is in place	ENV-09 & ENV-10	☐ Yes ☐ No	

Acknowledgement:

☐ I certify that I have the authority to bind the Property Management Company specified on page 1 of this report.

☐ I certify that the information in this report is accurate.

NAME:	POSITION / TITLE:
DATE:	SIGNATURE:

CERTIFIED RENTAL BUILDING™ PROGRAM
AUDIT PREPARATION - Buildings Located Outside of Toronto

As part of the certification/re-certification process, the following are some of the items the Certified Rental Building™ Program Auditor will be checking for at your building site and/or as part of the virtual documentation review meeting. This checklist can be used to assist in preparing for your upcoming audit

BUILDING STATE OF CONDITION

A roof to basement walk through of your building, as well as a review of the building exterior will be completed verifying the overall cleanliness, maintenance and repair status of these areas and if there are apparent issues

- ☐ Address Signage
- ☐ Exterior Grounds, Walkways & Waste Area
- ☐ Driveway & Outdoor Parking Area
- ☐ Building Exterior
- ☐ Building Entrance
- ☐ Lobby
- ☐ Emergency Contact Sign
- ☐ Resident Notification Board
- ☐ Mail Boxes & Mail Room
- ☐ Elevators
- ☐ Elevator Machine Room
- ☐ Roof
- ☐ Stairwells

- ☐ Hallways
- ☐ Hallway Garbage Chute Rooms
- ☐ Hallway Electrical/Utility Room/Closets
- ☐ Laundry Facilities
- ☐ Resident Storage Locker Area
- ☐ Boiler Room
- ☐ Compactor/Garbage Room
- ☐ Indoor Garbage/Recycling Room for Residents
- ☐ Workshop/Maintenance/ Cleaning Room
- ☐ Underground Parking
- ☐ Building Amenities/Facilities

RESIDENT FOCUSED DOCUMENTATION

- ☐ **New Resident Information / Welcome Package** – The contents of the new resident information/welcome package available at the building site will be reviewed to ensure the required types of information are included in the package

- ➢ LTB Form
- ➢ Fire Safety Information
- ➢ Request for emergency assistance/ vital services disruption info
- ➢ Location of building's waste/ recycling facilities
- ➢ Information on what type of waste goes where
- ➢ Conservation tips

- ➢ Maintenance Request Procedures
- ➢ Info on Complaint/Maintenance Escalation (one-up) Process
- ➢ CRB Brochure
- ➢ CRB Green Brochure
- ➢ Information on COVID-19 & building protocols/ what to do if tested positive for COVID 19

Resident's File – A sampling of resident's files will be examined to ensure the following types of information are evident in resident files

- ➢ Copy of completed Move-In Inspection Form
- ➢ Copy of confirmation of Tenant Insurance
- ➢ Copy of request for Inclusion on Emergency Assistance List
- ➢ Updated Resident Emergency Contact Information
- ➢ Copies of any 24 Hour Notices of Entry to Suite
- ➢ Copies of Maintenance/ Service Request Forms completed by resident and Resolution actions
- ➢ Copies of any resident initiated complaints forms
- ➢ Copy of communication outlining results of annual suite inspection

☐ **Communications, Forms & Notices Available to Residents** –Paper or electronic copies of forms, notices and communication will be reviewed during the documentation audit to ensure the ready availability of these items to residents

- ➢ Environmental Conservation Tips and Information
- ➢ Request for Emergency Assistance Information
- ➢ Maintenance Request Form
- ➢ Resident Complaint Form
- ➢ Information on Resident Escalation Process (One-up)

☐ **Posting Requirements** –The resident notification board/and or other areas of the building will be examined to ensure required information is posted

- ➢ Emergency Contact Information
- ➢ Cleaning Schedule
- ➢ Notices of Service Interruptions
- ➢ Major Capital Project Information
- ➢ City-issued Notices and Orders (if any)

☐ **Ontario Human Rights Code** – Evidence of a displayed copy of the Ontario Human Rights poster viewable by residents will be reviewed
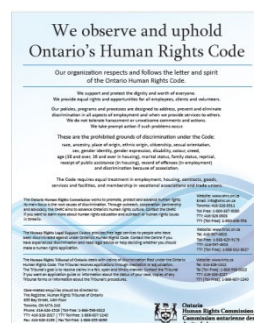
http://www.ohrc.on.ca/sites/default/files/Code%20card_ocean_2013_en.pdf

BUILDING FOCUSED - DOCUMENTATION

☐ **Building Fire Safety & Emergency Planning Documentation** – Required fire safety documentation will be reviewed through access to the fire plan box and/or other areas in the building including the site office and/or fire panel room at time of audit

- ➢ Fire Safety Plan with documentation showing annual review
- ➢ Fire Safety Plan contains up-to-date human resource page
- ➢ Emergency Assistance List – Updated Monthly
- ➢ Keys & Extra Padlock in Fire Plan Box or fireman's lock box
- ➢ Annual Fire Inspection Report
- ➢ Annual Fire Inspection Certificate
- ➢ Fire Log Book: Documented Daily/Weekly/Monthly/ Quarterly Fire Drills
- ➢ Building Emergency Plan
- ➢ Vital Service Disruption Plan
- ➢ Building COVID-19 Safety Plan

☐ **Building Operations Forms and Documentation** - Copies of completed forms will be reviewed at time of audit to verify consistent use of required forms and schedules

- ➢ Accident/Incident Report Form
- ➢ Building Inspection Form (Monthly)
- ➢ Cleaning Plan/Schedule

☐ **Building Operations Logs** – Records/logs documenting activities, services and inspections undertaken at the building will be reviewed at time of audit

- ➢ Daily Operations Log
- ➢ Maintenance/Service Log
- ➢ Pest Management Log
- ➢ Snow Removal & Salt Log
- ➢ Waste Management Log

☐ **Roof Anchor & Asbestos Management Documentation** – Copies of current documentation will be reviewed at time of audit

- ➢ Asbestos Report Annually Updated
- ➢ Roof Anchor Report Signed
- ➢ Roof Anchor Log Annually Updated
- ➢ Roof Anchor diagram

OCCUPATIONAL HEALTH & WORKPLACE SAFETY

❑ **Occupational Health & Safety Posting Requirements** – As part of the audit, verification of the availability of equipment and displayed copies of required posters and documentation will be undertaken

➢ Posters Displayed

Form 82: In Case of Injury	Health & Safety at Work Prevention Starts Here	Occupational Health & Safety Act (The Green Book)
https://www.wsib.ca/en/case-injury-poster-form-82	**https://www.ontario.ca/page/posters-required-workplace#section-2**	**https://www.ontario.ca/page/posters-required-workplace#section-4**
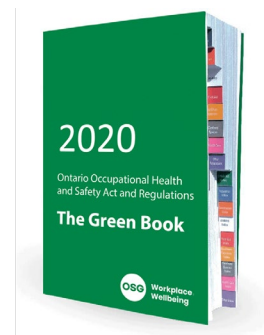
➢ Policies Posted
  * Health and Safety Policy - updated
  * Workplace Violence and Harassment Policy - updated

❑ **Other Occupational Health & Safety Equipment & Noticeboard Requirements**

➢ First Aid Station that contains a first aid box, as well as a noticeboard that displays the Form 82 "In Case of Injury" poster, valid first aid certificates of qualification of the trained workers on duty, and first aid box

➢ First Aid Kit

➢ Eye Wash Station

➢ Personal Protective Equipment

➢ Wet Floor Signs

➢ Safety Data Sheets (WHMIS 2015 format)

➢ Face Mask, Physical Distancing and other COVID-19 related posters

CERTIFIED RENTAL BUILDING™ PROGRAM
AUDIT PREPARATION- Buildings Located in Toronto

As part of the certification/re-certification process, the following are some of the items the Certified Rental Building™ Program Auditor will be checking for at your building site and/or as part of the virtual documentation review meeting. This checklist can be used to assist in preparing for your upcoming audit

BUILDING STATE OF CONDITION

A roof to basement walk-through of your building, as well as a review of the building exterior will be completed verifying the overall cleanliness, maintenance and repair status of these areas and if there are apparent issues

- ☐ Address Signage
- ☐ Exterior Grounds, Walkways & Waste Area
- ☐ Driveway & Outdoor Parking Area
- ☐ Building Exterior
- ☐ Building Entrance
- ☐ Lobby
- ☐ Emergency Contact Sign
- ☐ Resident Notification Board
- ☐ Mail Boxes & Mail Room
- ☐ Elevators
- ☐ Elevator Machine Room
- ☐ Roof
- ☐ Stairwells

- ☐ Hallways
- ☐ Hallway Garbage Chute Rooms
- ☐ Hallway Electrical/Utility Room/Closets
- ☐ Laundry Facilities
- ☐ Resident Storage Locker Area
- ☐ Boiler Room
- ☐ Compactor/Garbage Room
- ☐ Indoor Garbage/Recycling Room for Residents
- ☐ Workshop/Maintenance/ Cleaning Room
- ☐ Underground Parking
- ☐ Building Amenities/Facilities

RESIDENT FOCUSED DOCUMENTATION

- ☐ **New Resident Information / Welcome Package** – The contents of the new resident information/welcome package available at the building site will be reviewed to ensure the required types of information are included in the package

  - ➢ LTB Form
  - ➢ Fire Safety Information
  - ➢ Request for emergency assistance/vital services disruption info
  - ➢ Location of building's waste/ recycling facilities
  - ➢ Information on what type of waste goes where

  - ➢ Conservation tips
  - ➢ Maintenance Request Procedures
  - ➢ Info on Complaint/Maintenance Escalation (one-up) Process
  - ➢ CRB Brochure
  - ➢ CRB Green Brochure
  - ➢ Information on COVID-19 & building protocols/ what to do if tested positive for COVID 19

☐ **Resident's File** – A sampling of resident's files will be reviewed/examined to ensure the following types of information are evident in resident files

- ➢ Copy of completed Move-In Inspection Form
- ➢ Copy of confirmation of Tenant Insurance
- ➢ Copy of request for Inclusion on Emergency Assistance List
- ➢ Updated Resident Emergency Contact Information
- ➢ Copies of any 24 Hour Notices of Entry to Suite
- ➢ Copies of Maintenance/ Service Request Forms completed by resident and Resolution actions
- ➢ Copies of any resident initiated complaints forms
- ➢ Copy of communication outlining results of annual suite inspection
- ➢ Copy of COVID-19 pre-screening questionnaires completed prior to suite entry

☐ **Noticeboard Posting Requirements** –The contents of the mandatory resident notification board will be reviewed to ensure required information is posted

- ➢ Emergency Contact Information (lettering .5 in or 12.7mm)
- ➢ Cool Location Information
- ➢ Pest Treatment Activities and Pest Management Plan
- ➢ Cleaning Schedule
- ➢ Notices of Service Interruptions
- ➢ Major Capital Project Information
- ➢ Building Evaluation Result
- ➢ Mandatory Information on RentSafeTO program
- ➢ Upcoming Building Audit Dates (if scheduled)
- ➢ City-issued Notices and Orders (if any)

☐ **Communications, Forms & Notices Available to Residents** –Paper or electronic copies of forms, notices and communication will be reviewed during the documentation audit to ensure the ready availability of these items to residents

- ➢ Environmental Conservation Tips and Information
- ➢ Request for Emergency Assistance Information
- ➢ Maintenance Request Form
- ➢ Resident Complaint Form
- ➢ Information on Resident Escalation Process (One-up)

☐ **Ontario Human Rights Code** – Evidence of a displayed copy of the Ontario Human Rights poster viewable by residents will be reviewed

http://www.ohrc.on.ca/sites/default/files/Code%20card_oc ean_2013_en.pdf

BUILDING FOCUSED DOCUMENTATION

☐ **Building Fire Safety & Emergency Planning Documentation** – Required fire and building/resident safety documentation will be reviewed through access to the fire plan box and/or other areas in the building at time of audit or during the documentation audit meeting

- ➤ Fire Safety Plan with documentation showing annual review
- ➤ Fire Safety Plan contains up-to-date human resource page
- ➤ Emergency Assistance List – Updated Monthly
- ➤ Keys & Extra Padlock in Fire Plan Box or fireman's lock box
- ➤ Annual Fire Inspection Report
- ➤ Annual Fire Inspection Certificate
- ➤ Fire Log Book: Documented Daily/Weekly/Monthly/ Quarterly Fire Drills
- ➤ Building Emergency Plan
- ➤ Vital Service Disruption Plan
- ➤ Building COVID-19 Safety Plan

☐ **Building Operations Forms and Documentation** - Copies of completed forms will be reviewed at time of audit/as part of documentation audit to verify consistent use of required forms and schedules

- ➤ Accident/Incident Report Form
- ➤ Building Inspection Form (Monthly)
- ➤ Cleaning Plan/ Schedule
- ➤ COVID-19 Contractor Pre-Screening Questionnaire

☐ **Roof Anchor & Asbestos Management Documentation** – Copies of current documentation will be reviewed at time of audit/ as part of documentation audit

- ➤ Asbestos Report Annually Updated
- ➤ Roof Anchor Report Signed
- ➤ Roof Anchor Log Annually Updated
- ➤ Roof Anchor diagram

☐ **Building Operations Logs** – Records/logs documenting activities, services and inspections undertaken at the building will be reviewed at time of building walk through audit and/or as part of documentation audit

- ➢ Cleaning Log
- ➢ Contractor/Vendor Log
- ➢ Maintenance Service Request Log
- ➢ Resident Complaint Log
- ➢ Pest Treatment Log
- ➢ Daily Operations Log
- ➢ Maintenance/Service Log
- ➢ Snow Removal & Salt Log
- ➢ Waste Management Log

OCCUPATIONAL HEALTH & WORKPLACE SAFETY

☐ **Occupational Health & Safety Posting Requirements** – As part of the audit, verification of the availability of equipment and displayed copies of required posters and documentation will be undertaken

➢ Posters Displayed

Form 82: In Case of Injury

https://www.wsib.ca/en/case-injury-poster-form-82

Health & Safety at Work Prevention Starts Here
https://www.ontario.ca/page/posters-required-workplace#section-2

Occupational Health & Safety Act (The Green Book)
https://www.ontario.ca/page/posters-required-workplace#section-4

➢ Policies Posted
  * Health and Safety Policy - updated
  * Workplace Violence and Harassment Policy - updated

☐ **Other Occupational Health & Safety Equipment & Noticeboard Requirements**

➢ First Aid Station that contains a first aid box, as well as a noticeboard that displays the Form 82 "In Case of Injury" poster, valid first aid certificates of qualification of the trained workers on duty, and first aid box

➢ First Aid Kit

➢ Eye Wash Station

➢ Personal Protective Equipment

➢ Wet Floor Signs

➢ Safety Data Sheets (WHMIS 2015 format)

➢ Face Mask, Physical Distancing and other COVID-19 related posters

APPENDIX F

**SAMPLE ITEMS
AUDIT APP. TEMPLATE**

AREAS AND ITEMS REVIEWED
AUDIT APP. TEMPLATE

Building State of Condition

- Section: Address Signage
- Section: Exterior Grounds, Walkways & Waste Area
- Section: Driveway & Outdoor Parking Area
- Section: Building Exterior
- Section: Building Entrance
- Section: Fire Safety Plan/Lock Box
- Section: Lobby
- Section: Emergency Contact Sign
- Section: Resident Notification Board
- Section: Mail Boxes & Mail Room
- Section: Elevators
- Section: Roof
- Section: Stairwells
- Section: Hallways
- Section: Hallway Garbage Chute Rooms (Resident Use)
- Section: Hallway Electrical/Utility Room/Closets
- Section: Laundry Facilities
- Section: Resident Storage Locker Area
- Section: Boiler Room
- Section: Compactor/Garbage Room – Not Resident Use
- Section: Indoor Garbage/Recycling Room for Residents
- Section: Workshop/Maintenance/Cleaning Room
- Section: Electrical/Fire Panel Room
- Section: Underground Parking
- Section: Building Amenities/Facilities

Documentation Audit - Resident Focused Documentation

- Section: Human Rights & Resident Privacy
- Section: New Resident Information
- Section: Resident Communications, Forms & Notices
- Section: Outside Toronto - Resident Communications, Forms & Notices (Posting Prominent Location)
- Section: Toronto Only - Resident Communications, Forms & Notices (Noticeboard requirements)
- Section: Resident's File - Completed Information & Response Forms
- Section: Suite Inspection - Annual & Turnover

Documentation Audit - Building Focused Documentation

- Section: Building Emergency Planning, Electrical & Fire Safety
- Section: Building Inspections
- Section: Outside Toronto – Building & Other Operational Forms, Logs & Reports
- Section: Toronto Only - Operational Forms, Logs & Reports
- Section: Roof Anchor & Asbestos Management Documentation

Documentation Audit – COVID-19 & Occupational Health and Workplace Safety

- Section: Employee Health, COVID-19 and Safety Training
- Section: COVID -19 & Occupational Health & Safety Posting Requirements

SAMPLE ITEMS AND DEFICIENCIES
AUDIT APP. TEMPLATE

Section: Exterior Grounds, Walkways & Waste Area

2. Exterior Grounds and Walkways - Grounds, walkways, exterior steps/stairs, retaining walls and landscaping are litter and debris-free and are maintained in a clean, non-deteriorated fashion:
- Meets standard
- Critical: Walkways and exterior grounds - potential trip hazard **Mark as failed
- Important: Walkways - cracked, heaved, or chipped pavement
- Important: Walkways - snow/ice were present (after 24 hrs. following a snow)
- Important: Exterior concrete stairs - cracked/crumbling and appeared deteriorated
- Important: Storage shed - damaged
- Important: Retaining wall(s) - cracked, crumbling, bulging, leaning and/or contained rotted wood/deteriorating materials
- Needs improvement: Retaining wall(s) - dirty, stained, showed signs of efflorescence or deteriorated paint finish
- Needs Improvement: Walkway and stair railings - rusted, and/or contained chipped, cracked, and flaked paint
- Needs Improvement: Outdoor light posts/fixtures - broken and/or missing fixture covers
- Needs Improvement: Landscaping - not maintained (dead grass, areas where ground cover was missing, overgrown/dead bushes & trees, garden beds contained weeds)
- Needs Improvement: Litter and garbage were present

3. Outdoor Waste Storage/Disposal Area – The outdoor waste/recycling disposal area appears to be clean, odour, damage, pest and litter-free and maintained in a manner that promotes recycling and reduced waste contamination
- Meets standard
- Important: Bins - rusted, broken, contained holes and/or were dirty and stained
- Important: Bins - defaced/contained graffiti
- Important: Litter - on the ground
- Important: Garbage - left outside of bins
- Important: Bins - not located behind screening/ enclosure (Toronto)
- Important: Bin screening - not maintained (fencing was broken, not plumb)
- Needs Improvement: Bins - not kept closed
- Needs improvement: Bins - overfilled
- Needs Improvement: Bins - no labels identifying the type of waste
- Needs Improvement: Bin labels - damaged
- Needs Improvement: Bulk/oversized items - no area was identified
- Needs Improvement: Hazardous waste items - no area was identified

Section: Lobby

23b. Lobby Ceilings, Walls, Floors, Stairs and/or Railings - Finishes are clean, stain-free and maintained in a non-damaged, non-deteriorated condition including without holes, gouges, cracks, ruts, peeled or stained finishes and surfaces:
- Meets standard
- Critical: Lobby ceiling - holes/open ceiling penetrations were not repaired/fire sealed (where required) or missing ceiling tiles were not replaced **Mark as failed
- Critical: Lobby walls - receptacle cover plates were missing or broken **Mark as failed
- Critical: Lobby floor - potential trip hazard **Mark as failed
- Critical: Lobby stair railings - loose or damaged **Mark as failed
- Important: Lobby walls - defaced/graffiti
- Important: Lobby walls - drywall, plaster and/or wall covering contained gouges, holes
- Important: Lobby walls - paint finish was peeling, bubbling, flaking
- Important: Lobby floors - floor/stair finish was lifting/broken/uneven
- Important: Lobby floors - tile/hard surface flooring was cracked, chipped and/or carpets were torn, contained holes, were lifting, etc.
- Important: Lobby baseboards - missing or broken
- Needs Improvement: Lobby ceiling - ceiling tiles were dirty, stained and/or damaged
- Needs Improvement: Lobby walls - ventilation grills and/or surrounding walls were dirty and/or damaged
- Needs Improvement: Lobby walls - dirty, stained and/or scuffed
- Needs Improvement: Lobby floors - tile/hard surface flooring and/or carpeting were dirty and stained

Section: Stairwells

31. Stairwells Walls, Ceilings, Floors, Stairs and/or Railing - Finishes are clean, stain-free and maintained in a non-damaged, non-deteriorated condition including without holes, gouges, cracks, ruts, peeled or stained finishes and surfaces:
- Meets standard
- Critical: Stairwell walls - receptacles cover plates were missing or broken **Mark as failed
- Critical: Stairwell railings - loose or damaged **Mark as failed
- Critical: Stairwell floor - potential trip hazard **Mark as failed
- Important: Stairwell ceiling and/or walls - concrete finish stained, bubbling, flaking
- Important: Stairwell ceiling and/or walls - defaced/graffiti
- Important: Stairwell walls - drywall, plaster or concrete had gouges, holes, or flaking
- Important: Stairwell walls - paint, plaster or concrete was peeling, chipped, or cracked
- Important: Stairwell floor/stairs - surfaces/finishes were worn, rusted, cracked, pitted, chipped
- Important: Stairwell floors/stairs - surfaces/finish was lifting, broken and/or uneven
- Important: Stairwell railings - railings/guards did not appear to meet standards for height and safety (openings and being climbable)
- Needs Improvement: Stairwell ceilings - dirty and/or stained
- Needs Improvement: Stairwell walls - dirty, stained, scuffing, and/or cigarette markings
- Needs Improvement: Stairwell floor/stair surfaces - dirty, stained, marked with spray paint, etc.
- Needs Improvement: Stairwell ceiling and walls -repairs had been initiated but not fully completed
- Needs Improvement: Stairwell railings - deteriorated finish
- Needs Improvement: Litter and garbage were visible

Section: Compactor/Garbage Room – Not Resident Use

52. Does this building have an indoor compactor/garbage room? If yes...

52a. Compactor/Garbage Room Overall Condition - The indoor garbage/compactor room is secure, clean, odour, litter and pest free and maintained
- Meets standard
- Critical: Compactor room - entry door poorly fitted **Mark as failed
- Critical: Compactor room - entry door not securely closed **Mark as failed
- Critical: Compactor room - entry door did not have locking mechanism **Mark as failed
- Critical: Compactor room – an eye wash station and/or other prescribed safety equipment including WHMIS 2018 SDS were not present in the compactor room area **Mark as failed
- Important: Compactor room - odours were present
- Important: Compactor room - pests/rodents were visible
- Important: Compactor room –excess non-garbage items were being stored
- Needs Improvement: Ventilation grills and/or surrounding walls were dirty and/or damaged
- Needs Improvement: Compactor room floor - litter and garbage were present

52b. Compactor/Garbage Room Ceiling, Walls and Floors - Finishes are clean, stain-free and maintained in a non-damaged, non-deteriorated condition including without holes, gouges, cracks, ruts, peeled or stained finishes and surfaces:
- Meets standard
- Critical: Compactor room ceiling - holes/open ceiling penetrations were not repaired/ fire sealed **Mark as failed
- Critical: Compactor room walls - receptacle cover plates were missing or broken **Mark as failed
- Critical: Compactor room floor - potential trip hazard **Mark as failed
- Important: Compactor room - ceiling/walls or floors bubbling, cracking peeling, flaked paint/plaster, and/or efflorescence
- Important: Compactor room walls - concrete walls contained gouges, holes
- Important: Compactor room floor - floor finish was lifting/broken/ uneven/cracked
- Important: Compactor room floor - floor surface was pitted, flaked and not impervious to water
- Needs Improvement: Compactor room - ceiling and walls - repairs had been initiated but not fully completed
- Needs Improvement: Compactor room - ventilation grill and/or surrounding walls were dirty and/or damaged
- Needs Improvement: Compactor room - ceiling was dirty and/or stained
- Needs Improvement: Compactor room - walls were dirty, stained or scuffed
- Needs Improvement: Compactor room - floors were dirty and/or stained

52c. Compactor/Garbage Room Lighting – Compactor/garbage room light fixtures are clean and maintained and lighting levels meet Provincial Building Code/CRB Standards
- Meets standard
- Critical: Compactor room - emergency exit signs not lit or only partially lit **Mark as failed
- Critical: Compactor room - emergency exit signs broken or cracked **Mark as failed
- Critical: Compactor room - light fixtures broken or cracked **Mark as failed
- Critical: Compactor room - light fixtures hanging wires were visible **Mark as failed
- Critical: Compactor room - switch plates were missing/broken **Mark as failed

52d. Compactor Room Equipment - Compactor and related equipment are operational and maintained in a clean, odour free and non-deteriorated fashion:
- Meets standard
- Critical: Compactor equipment – not operational **Mark as failed
- Important: Compactor equipment – bin(s) were overflowing with waste items
- Important: Compactor equipment - bin(s) were very dirty, rusted, and/or damaged
- Needs Improvement: Compactor equipment - extra bins in compactor room were overflowing with garbage
- Needs Improvement: Compactor equipment - bin lids were open

APPENDIX G

SAMPLE
Marketing Materials

Promoting the Certified Rental Building™ Program

Posters to Raise Awareness

Pest Management