

JANUARY/FEBRUARY 2021

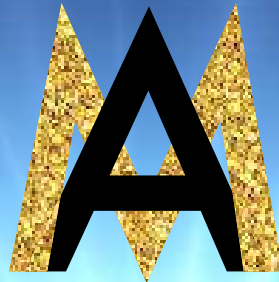


CANADA'S PANDEMIC RESPONSE
EVICTION MORATORIUM RULES
CRBP'S CERTIFIED ADVANTAGE
CMHC'S RENTAL MARKET REPORT

THE VOICE OF THE FEDERATION OF RENTAL-HOUSING PROVIDERS OF ONTARIO

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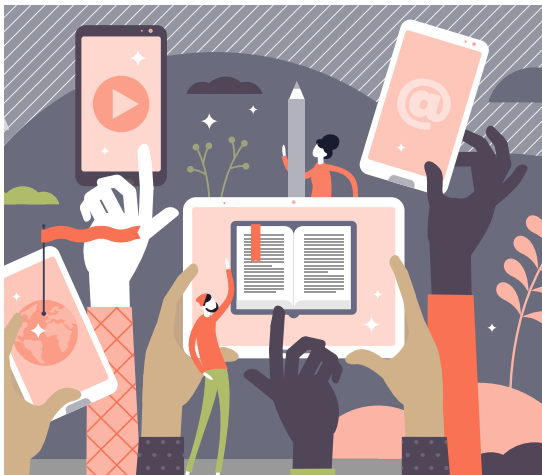
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FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS



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THE VOICE OF THE FEDERATION OF RENTAL-HOUSING PROVIDERS OF ONTARIO

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A BRIGHTER YEAR AHEAD

Hope for a healthier future



TONY IRWIN
President & CEO
FRPO

With 2020 behind us we are looking ahead to a brighter 2021. As vaccines start to make headway against the pandemic, we have great hope for a healthier future. Though the challenges of COVID-19 will continue into 2021 and possibly beyond, it's because of these challenges that we have become stronger and more resilient as a community. Our membership continues to move forcefully to confront ongoing difficulties while striving to leave a positive impact on residents, and for this I am extremely grateful. We know we can't always control the future exactly the way we want, but with the right attitude and approach we can succeed under any conditions.

For us, membership engagement remains a top priority. We have adopted new ways to stay connected and safely proceed with our events in a virtual format. We saw great success and received positive feedback from our MAC Awards Gala, which provided a space for members to network while we celebrated our industry successes. As we've shifted to online events, FRPO members have embraced this format with strong attendance. I think in some ways, these have actually brought us all closer as we work through common challenges together.


On March 8th we will be hosting a special International Women's Day event: "The Impact of COVID-19 on Women: Why, What and How We Should Respond", which will explore the impact that the pandemic has had on women and why gender equality matters in our COVID-19 recovery. This is an inclusive event, and all are welcome to attend as we highlight this important issue. We also have our popular "Residential Tenancies Act" sessions beginning on April 7th. I encourage all members to attend as many of our webinars as possible to gain valuable insights and information to assist in your operations going forward.

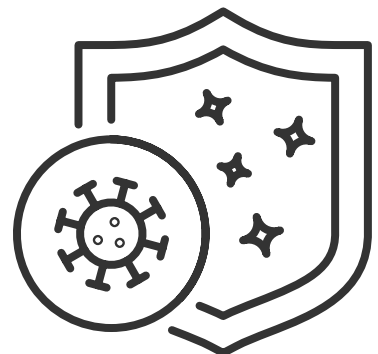
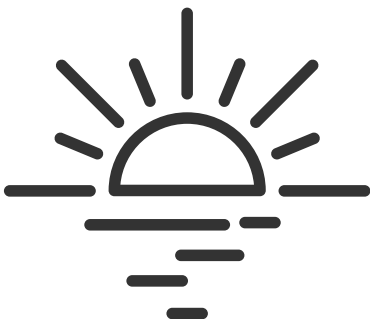
At FRPO, government advocacy remains our top priority, and we will continue to ensure our members are well represented with a strong voice at Queen's Park. FRPO's five areas of focus in 2021 are:

- o Protecting the rental policy regime;
- o Advancing supply measures;
- o Calling for ongoing LTB improvements;
- o Raising COVID-related challenges;
- o Responding to proposed policy changes.

We will continue to keep our members informed of our ongoing advocacy efforts and provide timely industry updates through our FRPOFACTS e-mail blasts.

Finally, our "Let's Build Ontario" Campaign is gaining momentum with Ontarians across the province. Please visit letsbuildontario.ca for more information and reach out to our Manager of Communications Chloe Hill chill@frpo.org to find out how you can become involved!


Until next time, stay healthy and safe! 



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UPCOMING INDUSTRY EVENTS

MAR
8

THE IMPACT OF COVID-19 ON WOMEN: WHY, WHAT AND HOW WE SHOULD RESPOND

March 8, 2021 | 1:00 pm – 2:00 pm
Webinar

FRPO is proud to present a special event in honour of International Women's Day. This session sponsored by Absolute Ventilation will take place on March 8 at 1pm and will feature gender equity champion, Wanda Deschamps. Wanda is the founder and principal of Liberty Co and catalyst behind the #women4women collective focused on gender equality through supporting other women. The 2021 theme for International Women's Day is #ChooseToChallenge. Our session will explore the impact that the pandemic has had on women and why gender equality matters in our COVID-19 recovery. We'll examine the ways in which women have been disproportionately affected by such issues as unpaid care responsibilities leading to job losses and a high percentage of women leaving the workforce. We will also share information on the dramatic increase in rates of domestic violence. A portion of the proceeds from this event will be donated to support Interval House's Building Economic Self-Sufficiency (BESS) program. Hope to see you there!

APRIL
7

2021 RESIDENTIAL TENANCIES WEBINARS – AN ESSENTIAL REVIEW OF LANDLORD TENANT LAW

This year's sessions will be held

virtually and will focus on the impact of the COVID-19 pandemic on building operations, tenant services and related changes at the Landlord Tenant Board. The industry has faced many challenges over the course of the last 12 months and it is more important than ever that rental housing providers understand their rights and responsibilities. Our presenters will highlight COVID best practices, documenting your tenant files, changes to LTB procedures and more. These educational sessions are ideal for all rental housing professionals including on-site staff, property managers, administrative and leasing teams. These events will include two sessions and registration will open in mid-February. Please visit our website for registration fees and additional information.

Part 1: Managing Multi-Residential Properties in a Pandemic & Enforcing Your Rights at the LTB

Wednesday, April 7th 10:00 am -12:15 pm
Tuesday, April 13th 10:00 am -12:15pm
Tuesday, April 20th 1:00 pm – 3:15pm

Part 2 – Case Law Update

Friday, April 16th 10:00 am – 11:15 am
Tuesday, April 27th 10:00 am – 11:15 am

MAY
11

ANNUAL GENERAL MEETING

May 11th, 2021 | 10:00 am – 11:00 am

Save the date! FRPO will hold our Annual General Meeting on May 11th in webinar format due to current public health guidelines. This meeting will include an overview of the past year, updates from our Chair of the Board and President, approval of the financials, appointment of auditors and election of Directors. We encourage all members in good standing to participate in this important event. All attendees must register in advance. The meeting package will be distributed by email in advance of the meeting. Registration details will be provided to Members closer to this event

DEC
1

THE BUILDINGS SHOW

Dec 1-3, 2021 | 8:00 am - 4:00 pm

Metro Toronto Convention Centre

The Buildings Show is the leader in sourcing, networking and education in Canada for the design, architecture, construction and real estate communities. The Show is home to Construct Canada, HomeBuilder & Renovator Expo, IIDEXCanada, PM Expo and World of Concrete Pavilion. Together, we create the largest exposition for the entire industry.

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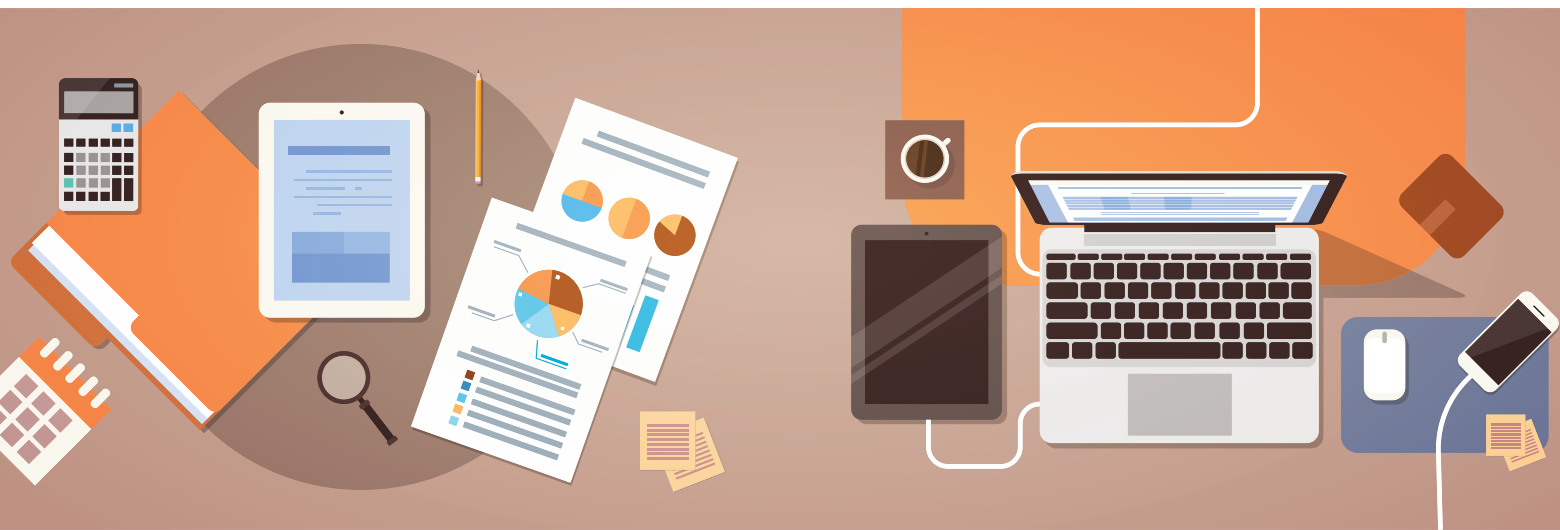
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WHAT'S IN STORE FOR THE SECTOR

Federal housing issues in the pandemic response

BY ■ JOHN DICKIE, PRESIDENT, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS



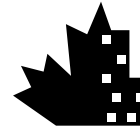
"COVID-19 has put new pressures on residents of Canada, and on their housing system. COVID-19 has created an unprecedented situation in terms of both health, housing markets and the economy. New policy gaps have opened or become exacerbated by these changes. The policy responses we had before impact the market differently now. More than ever, it is important to invest rapidly and wisely on effective policy responses to ensure housing stability and affordability through the crisis, and emerge stronger on the other end."

Those are the opening words of the policy brief submitted to the federal government by the Canadian Housing Policy Roundtable, which is available at <https://www.chpr-trpcl.ca>. The Roundtable is a group of leading housing actors representing housing associations from across the housing continuum, including community organizations, the private housing sector, researchers and data and policy experts. CFAA is a member, along with the Canadian Home Builders' Association.

The Roundtable is committed to working across sectors to develop shared solutions in order to strengthen Canada's housing system. As the representative of the for-profit rental sector, CFAA plays

a leading role on the Roundtable. (The Roundtable is the successor group to the National Housing Collaborative, which achieved the inclusion of the Canada Housing Benefit in the National Housing Strategy.)

While the Roundtable's policy brief is not specific to the for-profit rental housing sector, and not what CFAA would write for itself, it is a balanced set of recommendations which would help tenants pay rent arrears and rents, and reduce evictions (which would reduce political pressure for governments to act in ways contrary to the interests of rental housing providers). The plan would also address homelessness, and support rental asset values, while balancing social housing acquisition with acquisition by for-profit rental



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“

FRPO HAS BEEN LOBBYING THE PROVINCIAL GOVERNMENT FOR A TARGETED RENT RELIEF PROGRAM.”



housing providers seeking opportunities for rent lifts.

The Roundtable is highlighting three specific interventions. Each is explained briefly below, including the Roundtable's collective rationale for the intervention.

1. A COVID-19 RENTAL ARREARS RESPONSE

The financial impacts of COVID-19 have increased the risk of housing instability and eviction for low-income households, which were already facing significant affordability challenges. Given the massive job losses in March and the potential for widespread failure to pay rent, crisis was avoided by the swift federal rollout of the Canada Emergency Response Benefit (CERB). For simplicity and speed, CERB was designed with a flat rate delivery structure.

As a result, while a national evictions crisis was averted, rent arrears problems have become concentrated in the communities with relatively high rents. The Roundtable is recommending targeted interventions to assist the many tenants living in high rent areas who

have experienced a loss of income and are facing rent arrears they are unable to pay.

The additional relief is most needed in Toronto and other high-rent cities in Ontario. Due to CFAA's participation in the Roundtable, the proposed arrears program does not include a "hair cut" for landlords. It also includes the payment of funds to landlords directly.

FRPO has been lobbying the provincial government for a targeted rent relief program. Federal funding or a federal program, as suggested by the Roundtable, would be a tremendous win for low-income tenants and rental housing providers.

2. GREATER COLLABORATION TO REDUCE HOMELESSNESS THROUGH HOUSING FIRST POLICIES

COVID-19 has shown the public health implications of homelessness and made much more urgent the need to correct long-standing shortcomings of our homeless serving systems. The Roundtable proposes three areas where improvements will result in the greatest returns and achieve speedier, more tangible and sustainable outcomes to address homelessness.

- a) **Develop a comprehensive system** of positive indicators to track community-level to national progress in reducing chronic homelessness over time.
- b) **Strengthen government** coordination and collaboration.
- c) **Prioritize and improve local planning** and delivery through federal funding flows that reward coordination and integration of local efforts.

While not the direct responsibility of the for-profit rental sector, reducing homelessness would reduce political pressure for tighter regulation of rental housing, which would benefit both low-income tenants and rental housing providers. Even more importantly, reducing homelessness would improve the lives and health of Canada's least well-off people, and promote equity.

3. AN ACQUISITION PROGRAM TO PRESERVE AFFORDABLE RENTAL HOUSING

Between 2011-2016, for every new affordable unit that was created, a larger number of

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existing affordable units were lost. This erosion of affordable housing works against the efforts of the National Housing Strategy to improve housing affordability for tenants, and to decrease homelessness. To slow and offset the rapid loss of existing private rental stock that is affordable, the Roundtable advocates the creation of a federal acquisition program that would target purpose-built rental (including properties with intensification potential which could enable non-profits to develop additional affordable housing). Such a program would support NHS goals by ensuring that creation of new units is not outpaced by the loss of existing affordable stock. The Roundtable proposes that this targeted acquisition program operate as a permanent on-going program that could preserve up to 7,500 affordable rental units annually.

Of the three recommendations, this is the program which CFAA would not normally consider putting forward as a recommendation for itself. CFAA and our member associations see difficulties in preserving affordable housing, since much of what would come onto the market at low-end acquisition costs requires substantial upgrades to comply with

safety and property standards going forward. If the costs of that work are not paid by rent lifts, then repair subsidies will be needed.

There may well be better programs which would achieve an increase in total rental supply, as well as additional affordable rental supply. One example is the Rental Construction Financing initiative (RCFI), which is already well funded, but could do with being better targeted.

However, both the social housing groups and the anti-poverty groups within the Roundtable, see an acquisition program as an essential component of the National Housing Strategy. The Roundtable's recommendation is for a modest program, with a minimum of bad features. For example, in Montreal and Vancouver, municipal governments want to give non-profits a right of first refusal when private rental buildings are sold. The private sector would hate that design feature, and it is not included in the Roundtable proposal, in large part because of CFAA's involvement.

CONCLUSION

The Roundtable members, and many other leading social housing associations and anti-

poverty groups, are supporting the whole package, even though some recommendations are more in line with their advocacy priorities than others.

Likewise, CFAA itself is supporting the whole package of three policy recommendations, which aim to provide relief for the low-income tenants we serve, reduce homelessness for the most vulnerable Canadians, and increase the supply of affordable housing. A number of CFAA-member associations are also supporting the full package, including Landlord BC, the Professional Property Managers Association – PPMA (of Manitoba), Waterloo Regional Property Management Association (WRAMA) and the Investment Property Owners Association of Nova Scotia (IPOANS).

Other CFAA-member associations are supporting the recommendations for a COVID-19 rent arrears program and the homelessness recommendations, but not the acquisition program. Those associations include FRPO and the Greater Toronto Apartment Association. Some associations who are not CFAA members are also supporting those two sets of recommendations, including

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BY ■ LYNZI MICHAL, DIRECTOR OF MEMBERSHIP & MARKETING, FRPO

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The 2020 MAC Awards were presented virtually on Thursday, December 3rd in conjunction with the Buildings Show. FRPO's MAC (Marketing, Achievement and Construction) Awards recognize excellence, innovation and leadership in Ontario's vibrant rental housing industry. Though we could not gather together in-person to celebrate 20 years of the awards program, this event provided our members an opportunity to network and acknowledge this year's industry leaders.

Due to the ongoing COVID-19 health crisis, a condensed version of the awards was presented including 13 categories this year. The awards program is open to all FRPO members in good standing and is judged by independent panels with a variety of backgrounds. Our winners range in size, but one thing they all have in common is their dedication to provide 'best in class' rental housing and services to their residents. This year was no exception. With an extremely competitive field of entries, our members continue to raise the bar year after year.

FRPO President and CEO, Tony Irwin, led this year's ceremony, which also included remarks from the Honourable Steve Clark, Minister of Municipal Affairs and Housing. Margaret Herd, Chair of the Board, took to the podium to recognize FRPO's annual corporate sponsors for their strong support of rental housing in Ontario. On behalf of the FRPO Board and staff, we wish to congratulate the 2020 winners and nominees for their achievements and professionalism. Thank you to our generous sponsors for their unwavering support of FRPO and rental housing in Ontario.

For more information about the 2020 MAC Awards, please visit www.frpomacawards.com. If you missed this year's MAC Awards presentation and would like to view this, please contact Lynzi Michal at lmichal@frpo.org.

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ADVERTISEMENT EXCELLENCE SINGLE CAMPAIGN



This award recognizes a rental housing provider that has demonstrated clarity, innovation and excellence in a single advertising campaign. Entries are judged on overall concept, creativity, layout, copy or script, platforms used, results and execution.

WINNER: RHAPSODY PROPERTY MANAGEMENT SERVICES

THE BRIXTON PRELEASE CAMPAIGN

The Brixton Prelease campaign utilizes a variety of platforms to successfully generate leads and virtual tours for their new development currently under construction in the West Queen West neighbourhood. Rhapsody created a temporary leasing gallery to encourage walk-in traffic, build brand awareness and create buzz around this project. In addition, a teaser video geared towards millennials and young professionals was launched as well as targeted ads on Facebook, Instagram and YouTube, which generated a significant amount of traffic. Rhapsody has demonstrated their ability to understand a neighbourhood, their audience and execute a campaign that is truly authentic to the project.

FINALISTS:

GWL Realty Advisors Residential

The Livmore High Park, Refined Residential Rentals

Ferguslea Properties (Accora Village)

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ADVERTISEMENT EXCELLENCE SOCIAL MEDIA



This award recognizes a property management company that has demonstrated excellence through use of social media to create a genuine connection with its customers. This award is given to those who deliver informative, engaging and useful content and have integrated social media as part of their marketing and communications strategy.

WINNER: HAZELVIEW PROPERTIES

Hazelview Properties employs a hybrid model of communication with a focus on brand personality. Through social media, the company has significantly increased its resident engagement efforts year over year. The content strategy employed by Hazelview focuses on authentic storytelling featuring resident profiles, real-time community activity coverage, and hyper-local content, questions, contests and challenges. Throughout the COVID-19 health crisis, Hazelview used social media in lieu of in-person contact by providing timely emergency information and support programs.

FINALISTS:

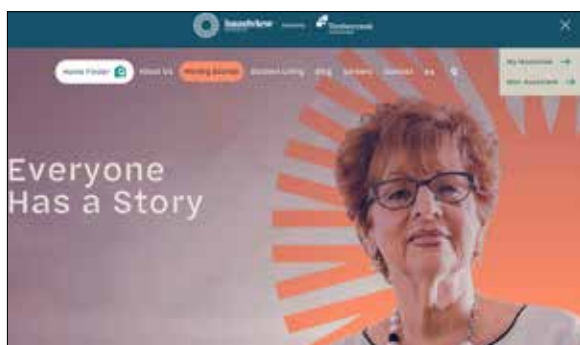
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BEST PROPERTY MANAGEMENT WEBSITE



This category recognizes a property management organization that has demonstrated excellence in creativity, design, content structure, ease of navigation, interactivity and overall utilization of the medium.

WINNER: HAZELVIEW PROPERTIES

Hazelview Properties launched a new website in 2020, which has led to an increase in new visitors by 35% and generated a rise in quality rental leads. The website has a consistent theme focused on “what moves you” and aims to be more than a renting platform. The new site puts a focus on residents and their personal stories while providing improved functionality for both current and prospective renters. Recognizing the need to shift the apartment search as much as possible from in-person to online, many enhancements were made including improved photos, 3D tours, floor plans, neighbourhood explorer, real-time availability and customized search filters.

FINALISTS:

MetCap Living
Shiplake Properties

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RENTAL DEVELOPMENT OF THE YEAR



This award recognizes an organization that has achieved excellence in the development of a new rental housing project. Judged on suite design, curb appeal, amenities, sustainability, efficient use of space and overall creativity, the winning project must have been completed between November 2018 and September 2020.

WINNER: SIFTON PROPERTIES LIMITED – 1325 RIVERBEND ROAD, LONDON

Sifton Properties developed Helio over 26 months as part of its West 5 community in London. Helio is a 10-storey rental apartment building, designed with comfort and sustainability in mind. The building includes Ontario's largest solar canopy and is constructed to be 77% more efficient than similar residential buildings, making it the most energy-efficient high-performance apartment building in Canada. With 114 well-appointed suites, 9-foot ceilings, single stream recycling, digital parcel delivery system and onsite amenities, Helio provides stunning rental suites, all while respecting the environment. Canada's former Minister of Natural Resources, Amarjeet Sohi had this to say about Helio: “This project will demonstrate first of-its-kind net-zero energy construction in high-rise residential buildings, making it a model for the future. Through energy-efficient practices and the use of renewable energy technologies, this project is creating new jobs and protecting our environment.”

FINALISTS:

Killam Apartment REIT in partnership with RioCan Living
 100 Frontier Private, Gloucester

GWL Realty Advisors Residential

The Livmore High Park – 55 Quebec Avenue, Toronto



ENVIRONMENTAL EXCELLENCE



This award recognizes a rental housing provider that has demonstrated excellence in environmental stewardship and a commitment to greener rental communities. This includes excellence in the areas of energy and water conservation, waste management, net zero/positive developments or other sustainable initiatives. The items highlighted should demonstrate a willingness to lead in environmental management and practices.

WINNER: MINTO APARTMENTS

Minto Apartments believes in its commitment to reducing the environmental impact of development and property management operations, and has been working to create more comfortable, efficient spaces for residents and the communities in which it operates. Every member of the Minto Apartments team shares responsibility for the environmental policy. It's available to all staff, residents, vendors and the general public. Senior leadership reviews this on an ongoing basis to ensure it continues to reflect the direction of the organization. Environmental targets are included in Minto's Balanced Scorecard and are monitored by their Environmental Operations Committee and Executive ESG Committee to assess performance and guide their actions. Minto regularly records, analyzes and communicates sustainability information and goals/data to both internal and external stakeholders to support transparency and accountability as well as identify opportunities for improvement.

FINALISTS:

QuadReal Property Group
Sifton Properties Limited



RESIDENT MANAGER OF THE YEAR



This award recognizes an employee or team, nominated by their employer, that has demonstrated excellence and professionalism in on-site building management. Considerations include the effective management of on-site daily activities, building and maintaining positive relationships with residents as well as providing a clean and safe environment in which residents can call home.

WINNER: DIANE & BRUCE NACE – REALSTAR

Diane and Bruce Nace have 15 years of experience in the rental housing industry and share a passion for going the extra mile. The duo's engaging and helpful nature ensures that every resident feels welcome and part of a community. Their reputation for going above and beyond is best demonstrated by the nearly 20% of residents who have called this community home for over a decade. The COVID-19 pandemic coupled with the properties mature demographic has only further driven the team to keep this close-knit community connected and safe. A vigilant sanitization protocol was implemented as well as managing the in/out traffic of visitors and outside care including communicating with residents' family members. Diane instituted a weekly video with updates and warm messages via the lobby CCTV which is also accessible on residents' TVs. Bruce and Diane continue to exceed all expectations and operate the property as seasoned professionals and in managing several large capital projects, minimizing vacancies and higher than budgeted revenue growth in 2020.

FINALISTS:

Beulah Ball – Cogir Real Estate
Vicki Peterson – Skyline Living

LEASING PROFESSIONAL OF THE YEAR



This award recognizes an individual employee, nominated by their employer, who has done an outstanding job in leasing, tenant screening and revenue management in the past year. Entries are judged on the agent's closing ratio, volume of tenants screened, tenant turnover, vacancy rates and overall professionalism of the leasing agent.

WINNER: GRACE EVANS – CAPREIT

Grace Evans has over 19 years' experience in the rental housing industry and has proven herself to be extraordinarily resilient and successful when it comes to understanding the unique challenges and requirements of each property. She often goes above and beyond her responsibilities by driving residents to medical appointments, picking up items on their behalf, or providing an ear to listen. Over the past year, Grace has maintained an average vacancy rate of .58%, screened hundreds of prospects, increased rental revenue significantly while managing 15-30 moves each month in a community that is predominately students and young families. Resident satisfaction is very high in this community as Grace proactively develops relationships with each leaseholder often dealing with parents and roommates to ensure a successful tenancy. On top of the typical challenges, COVID 19 has dramatically impacted both the local market and pricing. Most students have transitioned to online learning, no longer requiring housing close to campus. Grace has quickly pivoted her leasing tactics, most recently reaching out to the Halton Region offering to help house displaced individuals or families affected by the pandemic, which at the same time helps to fill our empty suites.

FINALISTS:

Gale Jeror – Realstar

Neelam Bunsee – QuadReal Property Group

PROPERTY MANAGER OF THE YEAR



This award recognizes an individual employee, nominated by their employer, who has demonstrated excellence and professionalism in property management. This person has successfully managed their portfolio, staff, capital projects and budgets while ensuring a high level of customer service and resident satisfaction over the past year.

WINNER: MARC BLANCHARD – CAPREIT

Marc has worked in the rental housing industry for over 12 years and begun his career as a site manager. He is currently responsible for three buildings comprising 506 units. The Kings Club was built as a condo-quality rental with four levels of popular retail storefronts, serving the Liberty Village community. Being a brand-new development, Marc made it a point during the early days after completion to stay on top of the deficiencies by walking the building daily. He reached out to the contractor to ensure that any deficiencies were rectified. Marc's practice of prioritizing his residents is one of the main reasons his building's satisfaction levels are the highest amongst his regional team at 98%. One of the biggest challenges Marc faced in the last year was taking on a building that was 100% vacant. He quickly engaged with the marketing team and set up a method of tracking leads that was so successful it is now being implemented across the country. In less than a year, Marc reduced vacancy from 82% to 35% in the face of a pandemic. During COVID, he created a program called Compassionate Calls to reach out to residents facing financial hardships to help them with government programs and rental repayment plans. Proactively working with his residents to find solutions enabled him to keep collection of his arrears above 96%. Marc has also been selected to be part of CAPREIT's Building Leaders Program to continue his development as a future leader in the rental housing industry.

FINALISTS:

Rafal Milicer – Oxford Properties

Amy Aikin – Rhapsody Property Management Services

COMMUNITY SERVICE AWARD OF EXCELLENCE: **RENTAL HOUSING PROVIDERS**



This award recognizes a company that has gone above and beyond to give back to the communities in which they operate. This winning company has become involved in its community through volunteer activities, charitable contributions and other service projects or events.

WINNER: SKYLINE GROUP OF COMPANIES

Skyline Group of Companies has successfully instilled community service into its corporate vision and takes its responsibility to improve the quality of life in its over-140 communities seriously. Skyline's largest charitable efforts have always focused on providing children and families with resources that fulfil their basic needs and enrich their futures. Skyline staff are provided paid volunteer days to spend at the organizations of their choice, which results in more than 7,500 volunteer hours annually. Recognizing a need for community space, Skyline built the 13,000 square foot Skyline Community Hub in Fergus for youth-focused organizations. In addition, it provided a kickstart of \$500,000 to Integrated Youth Services Network to create a "one-stop shop" for youth to find resources related to school, mental health, counselling, and socialization. With a \$1.2 million investment in Skyline Community Hub, Skyline hopes this centre is the first of many across Ontario. Over the last 15 years, Skyline has raised nearly \$1 million through its annual charity golf tournament and successfully took this event virtual in 2020. The "Fore-Go Golf for Youth Mental Health" campaign surpassed its \$100,000 goal and raised \$137,000. Skyline is on a mission to build an army of giving and compassionate people across Canada. By doing this, Skyline believes we'll not only create positive change, but also improve the perception of rental housing providers.



FINALISTS:

Hazelview Properties (formerly Timbercreek Communities)
Sifton Properties Limited

COMMUNITY SERVICE AWARD OF EXCELLENCE: **SUPPLIER MEMBER**



This award recognizes a company that has gone above and beyond to give back to the communities in which they operate. This winning company has become involved in its community through volunteer activities, charitable contributions and other service projects or events. Nominees are judged on their overall contribution (funds raised, people helped, volunteerism, etc.) to their community service projects and initiatives, as well as the positive impact (both short and long-term) that their efforts have made.

WINNER: WYSE METER SOLUTIONS INC.

Wyse Meter Solutions believes that every successful life's journey starts with a safe place to call home. As such, their community service work focuses on dedicating time, talent and financial support towards helping those who do so much for our communities at a grassroots level, often on the tightest of budgets. For Wyse employees to be their best, they need a robust platform to give back to their communities. Employees are encouraged to share their ideas to create positive change and put those ideas into action. Using an employee-driven CSR strategy makes Wyse unique and increases their ability to successfully improve communities. Wyse has strategically partnered with several community organizations including Interval House, Blue Door Shelters, The Scott Mission and The Lighthouse Orillia as well as expanding their social responsibility program, the "Wyse Helping Homes Program" in response to the COVID-19 pandemic. Wyse has successfully integrated their community service philosophy into their everyday work and provides employees unlimited volunteer days illustrating their commitment to community service excellence.



FINALISTS:

Rogers Communications
PAC Building Group Corp.

CUSTOMER SERVICE AWARD OF EXCELLENCE



This award recognizes a rental housing provider that has delivered outstanding customer service to its residents. Organizations are judged on their commitment to high standards of resident care in their teams and organization, as well as a demonstrated willingness to go above and beyond 'just housing' or the status quo.

WINNER: RHAPSODY PROPERTY MANAGEMENT SERVICES

Rhapsody Property Management Services employs a personalized approach to deliver an exceptional resident experience. Onsite team members receive customized training and coaching to set them up for success in dealing with customers. Using a robust CRM platform to create consistency across their portfolio as well as survey data from different points in the customer's journey, Rhapsody continually evaluates the customer experience to find improvements. Residents enjoy the convenience of the 'Mobile Doorman' app to access resident notices, RSVP for resident events, book amenities or put in maintenance requests. Concierge services assist residents with tasks that go above and beyond such as feeding pets and helping with large/heavy packages. Maintenance teams also provide complimentary TV mounting and/or shelf installation. As monthly resident events shifted online, onsite teams offered wellness bingo, paint nights, wine nights, virtual talent shows as well as cooking and fitness classes. COVID-19 Care Packages were delivered to residents including hand sanitizer, masks and other necessities.

FINALISTS:

Skyline Living
Sifton Properties Limited



COMPANY CULTURE AWARD OF EXCELLENCE



This award recognizes a FRPO member company that shows an extraordinary commitment to company culture. This includes a demonstrated focus on company vision, work environment, recruitment and training programs, diversity and inclusion, rewards, recognition and high levels of employee engagement and satisfaction.

WINNER: KILLAM APARTMENT REIT

Killam's 5 Core Values are an active part of its everyday work and include: Creative Solutions, Strong Customer Relationships, Curb Appeal, Building Community and Doing the Right Thing. Leadership embodies these in many ways and truly leads by example. These values serve as important criteria in the recruitment process to ensure individual alignment and good organizational fit. Killam regularly surveys its team members and reports extremely high levels of employee satisfaction and engagement. Employees are provided with ongoing education and training as well as recognition programs such as "Core Value Champions". During the COVID-19 health crisis, Killam supported their team through investments in technology, updated employee policies such as job protected paid leave and a bonus program for front-line employees. Killam also has an emphasis on Diversity & Inclusion and has partnered with the Canadian Centre for Diversity & Inclusion, which has provided employees with educational tools and resources.

FINALISTS:

QuadReal Property Group
Skyline Group of Companies



CERTIFIED RENTAL BUILDING MEMBER COMPANY OF THE YEAR



This award recognizes a property management organization enrolled in the Certified Rental Building Program that has demonstrated exceptional actions and activities that go above and beyond the CRBP high standards of quality. Recipients of this award must clearly demonstrate how the core values of quality service, professionalism, caring, respect, leadership, integrity and innovation are integrated into their operations.

WINNER: MINTO APARTMENTS

Minto Apartments takes great pride in the quality of service they offer to their residents and is a worthy recipient of this year's Certified Rental Building Member of the Year. At every touchpoint, they strive to both meet and exceed the "quality-assurance" values and objectives set out in the program values. Being an industry leader in resident service quality is simply integrated into their corporate DNA. This has been clearly exhibited throughout COVID-19 pandemic. Managers and senior leadership not only maintained virtual contact with employees and residents, they shared the duties of regular inspection of the properties to ensure all service and health & safety standards were being met. This diligence extended to the care and well-being of their employees. During the early stages contact was made with employees to explore their feelings and concerns to see what improvements could be made to ensure their comfort and safety. This has been followed up with regular, quarterly virtual town halls employee meetings to ensure ongoing feedback and identify areas for improvement. An Employee & Vendor "Work Safe" policy was created and communicated to all key stakeholders.



FINALIST:

Sterling Karamar Property Management

On Set at RHB Studios



OFFICIAL MEDIA PARTNER

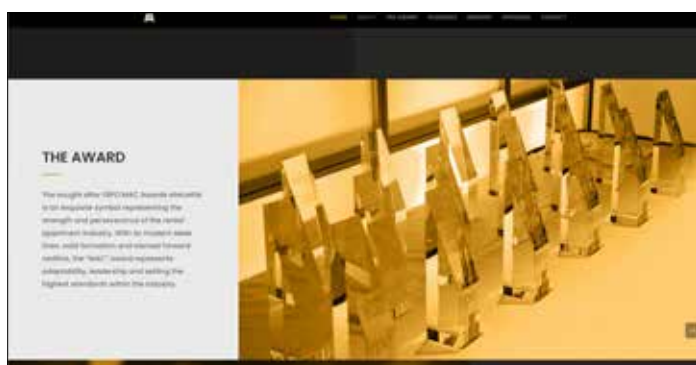
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FRPO MAC AWARDS WEBSITE WINS 2020 GOLD - DIGITAL MEDIA AWARD!



We are thrilled that the new MAC Awards website recently won the 2020 GOLD MarCom Award presented to those who exceed the highest standards of the industry norm. We are proud to have worked with Creativo Advertising Inc. for the last 12 years, our creative agency partner who brought the virtual MAC Awards to life including our GOLD award-winning website. MarCom Awards is an international creative competition that recognizes outstanding achievement by marketing and communication professionals.



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NATIONAL VACANCY RATE INCREASED IN 2020

Insights from CMHC's Rental Market Report



2 020 was a year like no other. We saw increases in rent and arrears across the country. Indicators showed that tenants were reluctant to move and that there is a challenge in finding affordable rental housing. The Rental Market Report and associated data tables for 2020 are now available.

"The vacancy rate for purpose-built rental apartments in Canada's CMAs increased in 2020," said Bob Dugan, CMHC's chief economist. "The economic impact of the pandemic has significantly reduced rental demand. Lower international migration, fewer student renters and weaker employment conditions led to weaker inflows of new renters. While vacancy rates increased in many centres, we continue to see a need for more rental supply to ensure access to affordable housing."

New this year, CMHC included rent arrears data, given that the COVID-19 pandemic has impacted renter households and rental markets across Canada. For apartment structures with rental arrears, 32.5% report their arrears rate to have remained similar to 2019, 58.3% report a higher arrears rate and 9.2% report arrears are lower compared to 2019.

RENT ARREARS INCREASED NATIONALLY DUE TO COVID-19

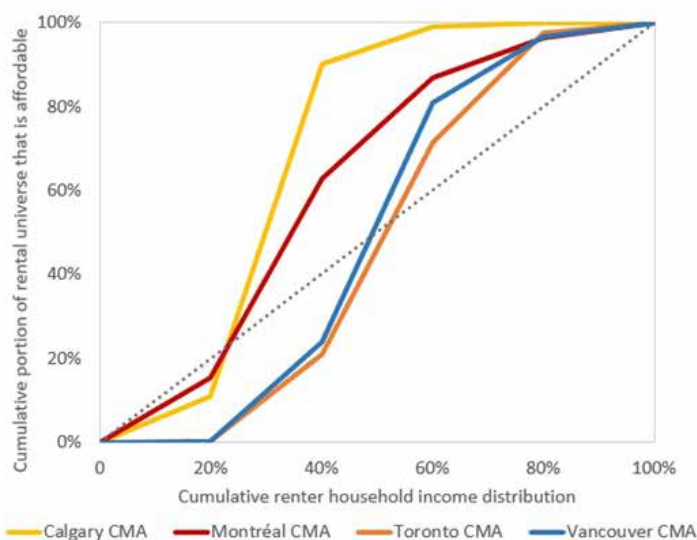
Among Canada's CMAs, 6.11% or 116,929 apartment units were in arrears out of a total universe of 1,912,290 units. This represented approximately \$150 million in total rent in arrears or 0.59% of total expected rent. The survey suggests that 0.59% or 6.11% units in arrears were primarily apartment units with lower rents.

In terms of Canada's largest CMAs, Toronto recorded the highest arrears rate, with 10.68% of units (34,858) in arrears and 0.92% of rent (approximately \$55 million) in arrears. Among all provinces, Ontario posted the highest arrears rate in Canada, with 10.18% of apartment units and 0.81% of rent (approximately \$87 million) in arrears as of October 2020.

TENANTS WERE MORE RELUCTANT TO MOVE WITHIN CANADA IN 2020

At the national level, 14.0% of rental dwellings welcomed a new household between the last two rental market

Cumulative portion of market purpose-built rental universe that is affordable to each quintile of the renter household income distribution, select CMAs, 2020



surveys. This decrease from 2019's turnover rate of 17.3% is the largest variation since this data was first compiled in 2016.

Among Canadian CMAs, none saw an increase in the turnover rate in 2020, with declines recorded in 65% of the centres surveyed. This highly similar result across the country likely reflects the reluctance of households to search for and visit new apartments or move during the COVID-19 pandemic.

AVAILABILITY OF AFFORDABLE PURPOSE-BUILT RENTAL STOCK A CHALLENGE FOR MANY CANADIANS

The table on page 26 separates the number of units having the range of rents that would be affordable to each quintile of the renter income distribution in each CMA.

The renter income distribution is derived from the Census by, first, sorting renter households from lowest to highest income. Then, dividing them into five equal 20% portions (quintiles). For example, the first quintile in Toronto CMA comprises households who earn less than \$25,000 annually.

In order to be described as affordable, their monthly rent should account for less than 30% of their gross income. This means they would need to find an apartment renting for less than \$625 a month. By comparison, in Calgary CMA, where incomes are higher, the characteristics of the first quintile of the income distribution are different.

It is comprised of households who earn less than \$36,000 a year. This means that a monthly rent of \$900 would be deemed affordable for this group. By dividing the income distribution into quintiles, we can compare across Canadian centres accounting for the differing economic conditions.

We can gain a better understanding of market imbalances among Canadian cities. We can compare the number of units in the private rental market that have rents corresponding

“

THIS NEW DATA HAS REVEALED IMPORTANT DIFFERENCES IN MARKET RENTAL AFFORDABILITY WITHIN AND BETWEEN MAJOR CITIES IN CANADA.”



to the different income quintiles. In a perfectly balanced market, an equal number of rental units would be affordable in each quintile. If fewer units are affordable for households in lower income quintiles, they will need to:

- spend a greater share of their income on housing
- seek non-market housing options, or
- obtain subsidies in order to cover their accommodation costs

FINDING AFFORDABLE RENTAL ACCOMMODATIONS

The results show that the lower quintiles of the income distribution CMAs face significant challenges in finding affordable market rental accommodation. Just 0.2% of the rental universe in Vancouver CMA and Toronto CMA are affordable to renter households in the first quintile. Contrast Montréal, where 15% of the rental universe is affordable to households in the first income quintile.

However, Montréal CMA still falls short of the share of apartments that would allow all renters in this quintile to find an affordable unit. Across cities, access to rental improves greatly by the third quintile of the income distribution. For example, a cumulative 80.9% of the rental universe would be affordable and available to the first 60% of renter households in Vancouver CMA.


Cumulative renter household income distribution	Vancouver (%)	Toronto (%)	Montréal (%)	Calgary (%)
20%	0.2	0.2	15.3	10.7
40%	23.9	20.9	62.8	90.3
60%	80.9	71.4	86.8	99
80%	96.8	97.5	96.5	100
100%	100	100	100	100

Cumulative portion of market purpose-built rental universe that is affordable to each quintile of the renter household income distribution, select CMAs, 2020

Source: CMHC (Rental Market Survey); Statistics Canada Census 2016; CMHC calculations.

Rent ranges are calculated at the affordability threshold of 30% of monthly income for each quintile.

The results also show that vacancy rates are generally lower for the most affordable units (due to higher competition). These units tend to be smaller (predominantly bachelor or 1-bedroom units). Both of these realities raise additional challenges for lower income households, particularly for families requiring more space.

This new data has revealed important differences in market rental affordability within and between major cities in Canada. It is our objective that this data can inform evidence-based discussions on this topic. This will help us move toward an environment where every Canadian has a home that meets their needs and that they can afford. 

As Canada's housing market experts, CMHC supports decision making on housing affordability and contributes to the stability of housing markets. CMHC provides support for Canadians in housing need, and offers objective housing research and information to Canadian governments, consumers and the housing industry. For more information, follow us on Twitter, YouTube, LinkedIn, Facebook and Instagram.

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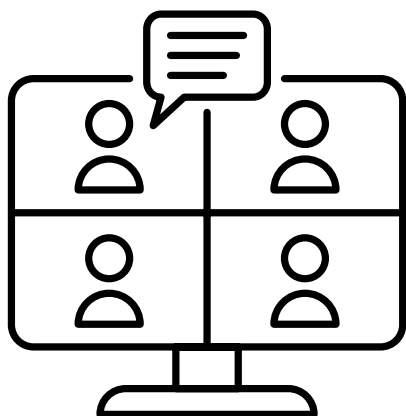
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CFAA VIRTUAL CONFERENCE 2021

Connect, learn and explore from the comfort of home

Due to the continued scourge of COVID-19, CFAA will not be holding an in-person conference in Spring 2021. Instead, CFAA is planning CFAA Virtual Conference 2021, which will offer education sessions, networking opportunities, the CFAA Awards presentations, and a trade show, all of it virtual.



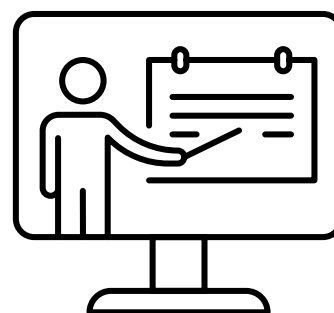
NETWORKING

To provide a top-quality virtual networking experience, CFAA expects to use a digital platform which includes a "table set up" for attendees. As an attendee, you will be able to move between tables as you please, interact with CFAA members from across Canada, catch up with colleagues and friends, meet new colleagues and make new friends.

During the networking events, CFAA will connect the tradeshow booths to clickable sponsor banners. That will integrate the virtual booths with the networking portions of the conference, allowing attendees to visit the exhibitors' booths, and talk immediately with exhibitors, or arrange for a later contact.

VIRTUAL TRADESHOW

CFAA Virtual Conference 2021 tradeshow booths will provide an interactive experience to attendees, and great value to exhibitors, through innovative technology. As an attendee entering the booth, you will see the booth as if you were standing in front of it. Each booth will have interactive "tags", which you can click to get more information. You might find an exhibitor's "elevator pitch", a demonstration of a new product or service, a contact form, endorsements, or other informative videos or links.



EDUCATION SESSIONS

CFAA Virtual Conference 2021 attendees can expect education sessions on topics such as:

- Benjamin Tal's Economic Update (on April 22 at 3 pm EDT),
- Operations Roundtable,
- Property Management Technology,
- Insurance Cost Management, and
- Sub-metering.



Benjamin Tal



Registration will open soon!

CFAA is looking forward to helping our members connect, learn, and explore new and better products and services in these difficult times. Visit www.CFAA-FCAPI.org for the latest news on dates and timing.



LET'S BUILD ONTARIO

FRPO's campaign to bring awareness to the challenges facing the rental market



“Let’s Build Ontario” is FRPO’s ongoing campaign to raise awareness about rental-housing issues across the province through the mobilization of everyday Ontarians. Focused on building relationships and encouraging the conditions that allow for an increase in housing supply, the campaign calls on individuals from all parts of the province and all walks of life to join in the call for more housing supply and an environment where housing providers can operate effectively to provide their customers high-quality housing.

“

LET'S BUILD ONTARIO BELIEVES THAT EVERYONE IN ONTARIO DESERVES AFFORDABLE AND SAFE HOUSING. THE BEST WAY TO GET US THERE IS BUILDING IT AND BUILDING TRUST IN THE COMMUNITIES RENTAL-HOUSING PROVIDERS SERVE.”



Using a variety of social media and advocacy tools, we're educating Ontarians on the issues facing Ontario's rental market: increased red-tape, housing projects stuck in the development phase and increased NIMBYism in towns and cities that need housing stock quickly. With Ontarians spending more and more of their income on rent, we believe that these supply-side interventions can help bring down the costs as well as the emotional temperature found in the media and online about the issue of rental housing.

As part of the campaign, we've developed a website complete with useful information about the housing supply crisis faced in Ontario along with stories and solutions to this crisis. We have also developed a Rental Centre with accurate information for both customers and rental-housing providers about their rights and responsibilities in this relationship. We have also included stories on how COVID-19 has impacted the rental housing industry, the industry's customers along with ways customers and providers have worked together during this time. We will also be providing additional information and resources to activists throughout the campaign to help them engage on the issue of housing supply.

As part of this call to action, we're asking all FRPO members to sign up and share the campaign as widely as possible. We have also developed a marketing toolkit to be used by individual FRPO members to help publicize and support the campaign on their social media or e-mail channels. If you're interested in participating, please contact chill@frpo.org for more details about ways you can contribute.

We all agree on the need for a reasonable relationship to exist between customers and rental housing professionals. One way to get there is to build a relationship, build trust and build more housing supply in the province. Let's Build Ontario believes that everyone in Ontario deserves affordable and safe housing. The best way to get us there is building it and building trust in the communities rental-housing providers serve. ■

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EVICTON MORATORIUM RULES

What landlords can and can't do during the eviction moratorium

BY ■ DAVID LYMAN, DICKIE & LYMAN, LAWYERS LLP

As a landlord, you discover you have a tenant who is selling illegal drugs. You want them out of your rental building ASAP, but you also know there is an eviction moratorium in Ontario. What can you do?



Along with notifying the police, the current eviction moratorium includes special rules to help landlords address this exact situation, as well as others involving tenants who are impairing the safety of residents or willfully damaging the rental unit. The Landlord and Tenant Board (LTB) continues to hold hearings for all types of applications, and to issue orders, including orders for evictions.

If the LTB orders the eviction to be expedited, then the Court Enforcement Office (the “Sheriff”) can enforce the eviction order during the eviction moratorium. (It is the majority of orders — which are not ordered to be expedited — which cannot be enforced until the moratorium ends.)

WHAT TO DO?

1. Decide whether to engage a lawyer or paralegal to make sure all the steps are followed correctly.
2. Fill out the paperwork and deliver it to the tenant as soon as possible.
3. Apply to the LTB as soon as you have delivered the documents to the tenant and include a request for an expedited hearing.
4. Make sure you lead the right evidence at the hearing and request an expedited order and an order for an expedited eviction. (The LTB’s order for an expedited eviction is phrased as a “request” of the LTB to the Sheriff.)

Section 84 of the *Residential Tenancies Act* (“RTA”) provides that the LTB must include such a request to the Sheriff

in the order when the tenant is being evicted for certain types of very serious bad conduct, and the adjudicator has not delayed the enforcement date pursuant to section 83(1)(b) of the RTA. The grounds for eviction in section 84 are:

- Willfully damaging the rental unit
- Using the unit in a way which is inconsistent with residential use, and caused, or is likely to cause, significant damage
- Committing an illegal act in the unit involving the production or trafficking of illegal drugs
- Seriously impairing someone’s safety
- Substantially interfering with the landlord’s reasonable enjoyment --- in cases where the landlord and tenant live in the same building and the building has three or fewer residential units.

OTHER GROUNDS

If a landlord believes that an eviction order should include a request to the Sheriff to expedite enforcement, even though the application is not based on any of the grounds contained in section 84 of the RTA, the landlord may raise that issue during the hearing. The adjudicator may consider whether the tenant is responsible for an urgent problem such as a serious and ongoing health or safety issue at the residential complex, or a serious illegal act that occurred at the residential complex other than drug dealing. If present at the hearing, the tenant will have the opportunity to make submissions on the issue.

Landlords should not make the request for an expedited hearing for situations

outside section 84 without having a good case for the urgency of the proceeding. Considering the requests takes up LTB resources, and making unjustified requests will give a representative or a landlord a bad name at the LTB, as well as risking tighter rules that will make life more difficult for all landlords.

IF THE HEARING HAS ALREADY OCCURRED

What if you just had a hearing and didn’t realize you should ask for expedited enforcement? If the order has not been issued, you could contact the LTB to ask the adjudicator who held the hearing to consider adding to the order a request to the Sheriff to expedite enforcement of eviction. Landlords can submit a request to expedite enforcement of the eviction by fax, mail or email. The LTB would give the tenant the opportunity to make written submissions on the issue.

You would need a very good case to succeed after the hearing has been held. It is much better to ask at the time of the hearing.

Eviction orders that have already been issued can only be changed if the order contains a serious error or a clerical mistake. Wanting to request an order expediting the eviction would not qualify, and the existence of a clerical error would not qualify, but if there has been a serious error in the order, then a request for expedited enforcement could be added in a proper case.

HOW LONG WILL THE EVICTION MORATORIUM LAST?

According to the government, the eviction moratorium will last as long as the state of emergency continues, and no longer. The moratorium might even be over by the time you read this. However, the government could change its mind, or could impose another state of emergency. Check the LTB website for the latest information.

CONCLUSION

Under the eviction moratorium, the ability to seek an expedited hearing and an expedited eviction order is particularly important since they allow an eviction to go ahead during the eviction moratorium, in order to protect people’s safety.

Even after the moratorium is over, the processes are valuable since they allow a necessary eviction to go ahead more quickly. That is especially important while the LTB is still backlogged, but it will remain important even once the backlog is cleared. ■

When can an expedited hearing be requested?



When an application is for a ground of termination for which an expedited eviction is to be granted, as listed in the text of this article, the applicant can and should request an expedited hearing. In that case, the request only needs to state the ground and refer to section 84.

For other grounds which justify an expedited eviction, the applicant can also request an expedited hearing. In this case, the key facts which drive the request should be stated in the request.



THE CERTIFIED RENTAL BUILDING ADVANTAGE

When vacancy rates rise, so do the many benefits of CRBP

BY ■ TED WHITEHEAD, DIRECTOR OF CERTIFICATION, FRPO CRBP



If ever there was time since the inception of FRPO's Certified Rental Building (CRB) Program in 2008, to be marketing the "CRB-Advantage" to prospective renters... that timing is most certainly now. With the negative economic fallout from COVID 19 and immigration being stymied, Ontario vacancy rates are now at an all-time high. Leasing vacant units is no longer just as easy as posting a sign indicating "unit for rent". In some metropolitan areas, vacancy rates are ranging from 3% to 5%, and even higher at the upper end of the market as condo rentals are suffering and rents are falling.

SO WHAT IS THE CRB "CERTIFIED ADVANTAGE"?

It means a property is well-run, professionally managed, and well-maintained. If a prospective renter wants some form of quality assurance about their future apartment home (and the property management company managing it) then CRB-approved properties provide that added level of certainty and peace of mind. CRB-approved properties must demonstrate compliance with the program's 6 Standards of Practice disciplines, 54 established standards, and 350+ requirements. Regular building/property audits are undertaken by outside third-party auditors to ensure ongoing compliance with the program's standards.

RESIDENT SATISFACTION

I always advise residents that the best way to make their rental decision is to try and find out how other residents feel about living at the property they are interested in renting. Where feasible, at CRB-approved properties, we attempt to do independent resident satisfaction surveys, every two years, to gauge over resident satisfaction for specific properties. The 2019 CRBP Resident Satisfaction survey indicated an average satisfaction rating over 80% with their decision to live in an CRB-approved building! As well, over 84% of residents living CRB -approved properties would highly recommend their rental building to family and friends!

FINDING A CRB-APPROVED PROPERTY - WWW.CRBPROGRAM.ORG

Finding a CRB-approved building has never been easier! FRPO has done a complete redesign of the CRB website making it easier than ever to renters to search for CRB-approved building in the Ontario & B.C. marketplaces. CRB's new search engine allows prospective renters to get a more complete picture of the rental buildings they



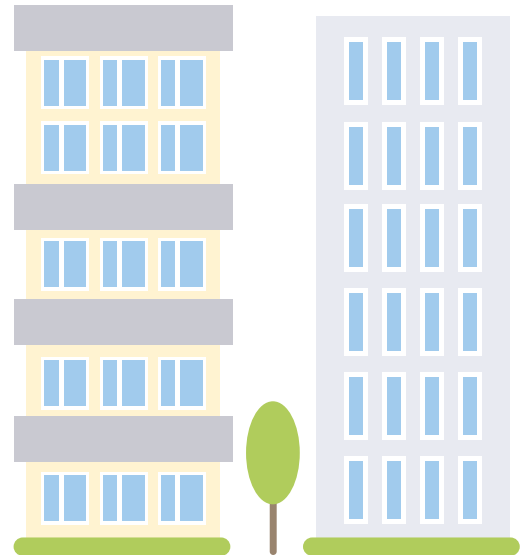
THE 2019 CRBP RESIDENT SATISFACTION SURVEY INDICATED AN AVERAGE SATISFACTION RATING OVER 80% WITH THEIR DECISION TO LIVE IN AN CRB-APPROVED BUILDING!"





“

WHEN RENTERS HAVE CHOICE IN THE MARKETPLACE, THE CRB-ADVANTAGE PROVIDES AN IMPORTANT “LEVEL OF SURETY” THAT PROSPECTIVE RENTERS CAN RELY ON.”



search, and the opportunity to link directly to member’s website.

THE CRB MEMBER MARKETING PRIVILEGES

Members who have enrolled their buildings in CRBP and have achieved certification status have exclusive rights to the following privileges:

- Use of 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 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.

- Use the Certified Rental Building Program specially designed customer brochures that can be given out to existing customers and prospective rental housing customers.
- A special wall plaque and two poster size Certified Rental Building advertisements for each certified building to proudly display for customer to see.

MAKE THE PROSPECTIVE RENTER’S DECISION EASY FOR THEM

Providing renters with the assurance that they are making a “confident” decision to rent with you, when selecting their rental apartment home, is no doubt the goal of all property managers. The CRB-Advantage

can be an important tool in sealing the deal with prospective renters. For many renters, it is their single biggest decision resulting in their largest monthly expenditure. When renters have choice in the marketplace, the CRB-Advantage provides an important “level of surety” that prospective renters can rely on. Since the program’s inception the CRB program’s mantra for renters has always been... Rent With Confidence! If ever there is a right time to give your prospective renters the CRB-Advantage it would be now! 🏠

For more information on FRPO’s Certified Rental Building™ program, please contact Ted Whitehead, Director of Certification at twhitehead@frpo.org



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Cranfield General Contracting
Cynergy Mechanical Ltd.
DBS Air
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Edge Group Ltd.
ESW Building Services
Grebien Group Inc.
Home Depot Canada
FirstOnSite Restoration
Forest Contractors Ltd.
HCS Contracting
HD Supply Canada
H&S Building Supplies Ltd.
ICS Facility Services

Intact Renovations & Contracting Inc.
LEaC Shield Ltd.
Lincoln Construction Group
Maxim Group General Contracting
Modern Pro Contracting
Moen
Multitech Contracting 2000 Inc.
NuEra
Neutral Contracting Group Inc.
New-Can Group Inc.
Notion Construction Management Inc.
Norstar Windows and Doors Ltd.
Ontree
PAC Building Group
Pascoal Painting & Decorating Inc.
Roma Restoration
Sage Built Ltd.
Sherwin-Williams Co.
Sky Contracting Inc.
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Water Matrix Inc.
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Lochest Holding Inc.
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Rent Check Credit Bureau

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Services Ltd.
UR Concierge Services Inc.

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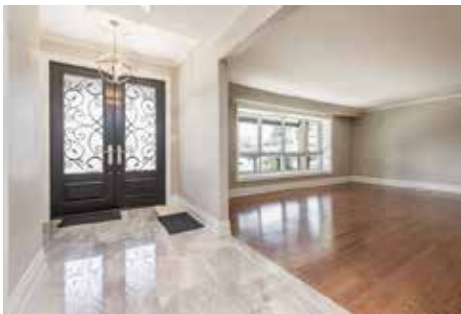
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