

JANUARY/FEBRUARY 2019

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FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS

THE #RENTON
MOVEMENT

NEW
CONSTRUCTION
TECHNOLOGY

THE MAC AWARDS

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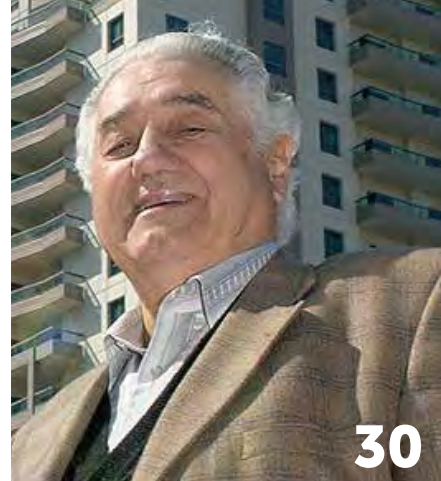


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FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS

COVER STORY

20 THE 2018 FRPO
MAC AWARDS



30

CONTENTS

JANUARY/FEBRUARY 2019

FEATURES

12 THE HEAT IS ON

14 TECHNOLOGY'S IMPACT
ON CONSTRUCTION

16 #rentON THE EVOLUTION

30 CELEBRATING THE LATE
EUGEN DREWLO

32 THE BYNG HOLIDAY PARTY

33 CFAA RENTAL HOUSING
CONFERENCE 2019

36 THE DECLINING TREND IN
INVESTOR-HELD
CONDOMINIUMS

38 THE EDGE OF INNOVATION



12



36

COLUMNS

6 PRESIDENT'S MESSAGE
10 CFAA REPORT
18 CERTIFIED RENTAL
BUILDING UPDATE

DEPARTMENTS

8 UPCOMING EVENTS
34 SMALL LANDLORD, BIG PROBLEMS
40 2018 MEMBER DIRECTORY

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FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS

The voice of the Federation of
Rental-housing Providers of Ontario

EDITOR: Lynzi Michal • x22
lmichal@frpo.org

A PUBLICATION OF:



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DEMAND FOR RENTAL IS HIGH

With 2018 now behind us, 2019 promises to be a busy year as there is still much to do in the way of increasing rental stock to meet current and future demand levels. FRPO has embarked on the second phase of our public relations campaign to grow awareness around the issue. The #rentON initiative provides context and is helping to promote discussion around this critical topic. Preliminary numbers are very strong as we begin ramping up our efforts for 2019.

In late November, CMHC released the results of its 2018 rental market report. As expected, the national vacancy rate fell below the average for the last 10 years coming in at 2.4%. Most markets across the country saw decreases in their local vacancy rates. Citing lack of supply and continued growth in demand came as no surprise to industry insiders as the drivers behind the tight market. Rental.ca recently released its National Rent Report and have indicated that Canadians will see on average a 6% increase in rent in 2019. In Toronto, that could be as high as 11% and Ottawa 9%.

With the Liberal government's removal of rent control on new rental units built after November 15, development has now become more attractive. This is a positive step in the right direction. With a strong economy, surging immigration and record low unemployment, demand is expected to continue to increase for rental units. There is more work to be done to reduce the regulatory barriers to increasing supply such as reducing development and permitting delays and improving municipal

zoning bylaws. A recent opinion piece by Josef Filipowicz and Steve Lafleur of the Fraser Institute stated that rezoning alone added seven months on average to the development process in Toronto and almost a year in the Hamilton area.

At FRPO's recent MAC Awards Gala, the Hon. Steve Clark reiterated his commitment to increasing housing supply and working with industry stakeholders through consultation of the Housing Supply Action Plan expected in June. In an interview with the Toronto Star in early December, Minister Clark spoke of working to decrease development times, lower costs as well as alleviate the shortage of adjudicators at the Landlord Tenant Board. FRPO looks forward to working with the Minister and his team over the next year to find ways to make it easier for Ontarians to find an affordable place to call home.

In closing, FRPO would like to congratulate our recent MAC Award winners and nominees who are featured in this issue. The MAC Awards celebrate innovation, commitment to quality and everything that goes into promoting the brand of rental housing. If your organization has not participated in the awards process, we encourage you to consider it for 2019. If you have any questions about the process, please don't hesitate to reach out to me. Until next time.

LYNZI MICHAL

Editor, FE magazine

Director of Membership & Marketing, FRPO

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WELCOME TO 2019

A bold new chapter for Ontario's rental housing sector begins



TONY IRWIN
President & CEO
FRPO

On behalf of the FRPO team, it is with a real sense of optimism that we approach the task of representing FRPO among policy-makers as we begin the new year.

What a difference a year makes. From 2003 to 2017, Ontario's rental housing providers lived under a government that was frequently hostile to the interests of the sector.

2018 continued a number of concerning trends that made many in our industry nervous. For operators of existing units, it was a year of rock bottom vacancy rates, political uncertainty at the provincial and municipal levels, new regulatory burdens and threats in the form of cannabis legislation, new mandatory leases and inclusionary zoning.

For builders of new stock, the year brought rising interest rates, inflation in construction material and labour costs, and regulatory uncertainty due to a change in the land use approvals process from Queen's Park. But with a June election that resulted in a change of government, the year also brought a significant shift in the general direction of the government toward our sector.

Since the election of the Ford government, FRPO has enjoyed a much more productive dialogue with the government. Housing Minister Steve Clark has sought advice from FRPO on how to address the province-wide housing crisis and on November 15th Finance Minister Vic Fedeli announced the reinstatement of the exemption on rent control for new units in the Fall Economic Statement. In late November, Minister Clark launched a consultation requesting input on their Housing Supply Action Plan and FRPO submitted a robust response in consultation with FRPO members. In addition,

FRPO has participated in government consultations looking at the Greater Golden Horseshoe Growth Plan, Development Charges, the Provincial Planning Act and the Residential Tenancies Act.

The first steps taken by the Ford government have been positive for the housing sector, but there is more to do.

Rest assured that FRPO will continue to be your voice at Queens Park as we advocate for measures that make it easier to operate existing units and create new rental housing stock.

FRPO enters 2019 on a strong footing because of the engagement and support of its members. This year, we intend to create a new strategic plan which will help set a course in each of our key service areas to members, including: government relations, public and media relations, member events and education, member services, and the Certified Rental Building (CRB) program. This process is part of our commitment to work to continuously improve the association in how we deliver programs and meet your needs, whatever they may be.

Member engagement is important to FRPO. We value your involvement and look forward to creating new ways for FRPO members to come together for the benefit of the sector. As we embark on this planning process, we will be looking for your input into ways to serve you better.

As always, the FRPO team and I are here to serve you. Please do not hesitate to reach out. We wish you all the best for a healthy, safe and productive 2019. ■■

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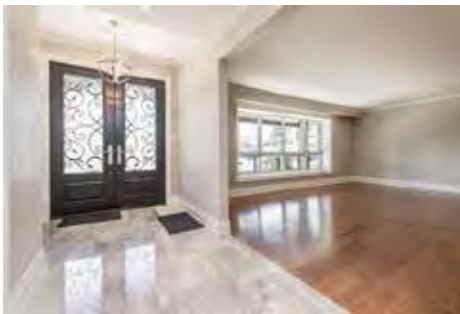
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UPCOMING INDUSTRY EVENTS

MAR
27**SPRINGFEST**

Mar 27, 2019, 8:30am to 2:00pm
Metro Toronto
Convention Centre

Admission to PM Springfest is free, and limited to 1,700 qualified property managers, building owners, developers, facility managers, plant engineers, multi-residential board of directors, building operations and maintenance staff responsible for office, industrial, condominium, apartment, medical, educational, retail, and institutional buildings. Representatives from 250 suppliers will be exhibiting their products on the show floor. Learn how to reduce your operating costs and increase revenue with new income opportunities. Get factual advice and solutions to your building problems. Select from 18 free educational seminars as leading experts address legal and regulatory issues, capital projects and budgets, cost effective maintenance solutions for aging buildings, and more.

MAR
27**FRPO SPRING SOCIAL**

March 27, 2019 3:00pm to 6:00pm
Kelly's Landing

FRPO will hold its annual Spring Social following Springfest at Kelly's Landing conveniently located near the Metro Toronto Convention Centre. This event is an ideal networking opportunity and is complimentary for FRPO members. Please visit our website for registration details.

APR
2**2018 RESIDENTIAL TENANCIES ACT SEMINARS**

Apr 2, 2019 8:00am to May 2, 2019 12:00pm
Location: Toronto, London, Hamilton, Scarborough and Ottawa

FRPO will once again hold the ever popular Residential Tenancies Act seminars throughout April and May. In the last couple of years, there have been many changes in our industry. This year's event will focus on residential tenancies in a hot rental market. Topics include 'hot button' issues such as rent strikes, Cannabis Act impacts, renting to roommates, rules about obligations when there are floods, explosions, and fires. We will also provide an update on how the new industry lease is holding up at the Landlord Tenant Board, changes to visitors parking, post eviction order strategies as well as social media trolling of landlords and staff. The session will conclude with a case law section dedicated to examples of recent LTB orders and Divisional Court decisions. All seminars are presented by legal experts and each attendee is provided a booklet with all materials. These events are ideal for site staff, leasing agents, property managers, owners and senior management. Seminars will sell out, so we encourage you to register early. Visit our website for details.

EVENT DATES & LOCATIONS

Toronto – April 2nd, Old Mill
Hamilton – April 4th, Waterfront Centre
London – April 9th, Lamplighter Inn
Ottawa – April 17th, Ottawa Event and Conference Centre
Scarborough – April 24th, Delta East
Toronto – May 2nd, Old Mill

MAY
13**CFAA RENTAL HOUSING CONFERENCE 2019**

May 13, 2019, 12:00pm to May 15, 4:00pm
Toronto, Ontario

CFAA Rental Housing Conference 2019 will be held from May 13-15 at the Hyatt Regency hotel in downtown Toronto. CFAA aims to present the most useful rental housing information possible, along with unique opportunities to network with key players and move the rental housing industry forward!

Keynote speakers

CFAA is pleased to announce three tremendous keynote speakers: Benjamin Tal, Murtaza Haider and Stephen Moranis.

CFAA Rental Housing Awards Dinner

As part of CFAA-RHC 2019, CFAA will be hosting the 4th annual Rental Housing Awards Dinner on Tuesday, May 14. To learn more about the awards program, please email awards@cfaa-fcapi.org.

Registration

Whether you are a rental housing executive, department head, manager, developer, supplier or a rental owner, you should plan to attend CFAA-RHC 2019. Early registration is now open at www.CFAA-RHC.ca.

Call for proposals or input

If you want to make a presentation, or suggest a session topic for CFAA-RHC 2019, please e-mail your idea to events@cfaa-fcapi.org.

JUN
26**APARTMENTALIZE**

June 26, 2019, 8:00am to June 29, 2:00pm
Denver, Colorado

Join us to "Apartmentalize" in Denver, Colorado, and take your career, your company and the experience your residents receive to new heights. Achieve greater success in all three areas by attending the apartment housing industry's premiere event. Register today!

APR
17**2018 SPRING HOPE FOOD DRIVE**

Apr 17, 2019, 6:30pm to 9:00pm
Ontario

The 20th Annual Spring Hope Food drive will be held on Wednesday, April 17th across the province. This is an excellent opportunity for housing providers and residents to work together to help those less fortunate in our communities. Various landlord associations will be coordinating the food drive efforts including FRPO, GTAA, EOLO, LPMA and HDAA.

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**JUL
22**

FRPO CHARITY GOLF CLASSIC

Jul 22, 2019, 11:00am to 8:00pm

Rattlesnake Point Golf Club, Milton

The FRPO Charity Golf Classic will be held on Monday, July 22nd at Rattlesnake Point Golf Club in support of Interval

House. Registration will open soon for this event. We suggest registering early so as not to miss out. Registration that day begins at 9:00 am with a shotgun start at 11:00 am SHARP. Dinner & Silent Auction follows from 5:00 to 7:30 pm. Stay tuned for more information.

**SEP
4**

CANADIAN APARTMENT INVESTMENT CONFERENCE

Sep 4, 2019, 8:00am to 4:00pm

Metro Toronto Convention Centre

The Canadian Apartment Investment Conference brings together owners, managers, developers, investors and lenders to provide valuable insights into the multi-unit residential market, from how to increase net asset values to how this sector is performing. Last year's conference attracted over 700 executives interested in learning about major trends, issues, opportunities, and strategies in Canada's multi-unit residential market. Uniquely tailored, the 2019 Canadian Apartment Investment Conference program offers the greatest possible value and flexibility to owners, managers, developers, investors and lenders. The program will provide valuable insights in major theme areas by key industry leaders, including:

- The Condominium and Housing Market Impact
- Legislative Changes and Impacts
- Tenant Perspectives
- Economic Updates on a National Scale
- Capital Markets and Investment Activity
- Impact of New Developments & Intensification of Existing Sites
- Income, Operations and NAV Improvement Strategies
- New and Innovative Solutions in the Tech Space

**DEC
4**

THE BUILDINGS SHOW

Dec 4, 2019, 8:00am, to Dec 6, 4:00pm

Location: Metro Toronto Convention Centre

The Buildings Show is the leader in sourcing, networking and education for the North American design, architecture, construction and real estate communities. The Show is home to Construct Canada, HomeBuilder & Renovator Expo, IDEXCanada, PM Expo and World of Concrete Pavilion, and together they create the largest North American exposition for the entire industry. The Toronto Real Estate Forum also happens concurrently. More than 30,500 trade professionals attend the Show annually to discover new innovations across the building industry and source the latest materials, products, tools and technologies from more than 1,600 Canadian and international exhibitors.

Through the Show's comprehensive seminar program, attendees can choose from 350+ seminars, panels, keynotes and roundtables led by a roster of 500+ industry experts and in addition tours, awards, parties and association meetings. Topics include: best practices, leadership, building codes and regulations, sustainability, new approaches to construction, technology and design trends in housing, healthcare, education, retail, workplaces, accessibility, hospitality and wellness.

**DEC
5**

2019 MAC AWARDS GALA

Dec 5, 2019 5:00pm to 9:00pm

Metro Toronto Convention Centre

The MAC Awards Gala is the most important annual event for our members and is well attended by rental housing providers ranging from hands-on managers to third party management and holding companies. This event allows us to recognize excellence in the residential rental housing industry and to advance the high standards that the Federation of Rental-housing Providers of Ontario aims to promote. This year's gala will be held on Thursday, December 5th at the Metro Toronto Convention Centre in conjunction with PM Expo and the Buildings Show. Join us as we honour the "best in the biz". Registration will open this fall, so stay tuned for more details.

Please visit www.frpo.org regularly for newly added events.

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CFAA'S NEW SERVICES

Opening doors with government and the NAA

BY JOHN DICKIE, PRESIDENT, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS



Since its inception in 1995, CFAA has raised its funding primarily through membership dues from landlord associations (including FRPO), but now we are reaching out to rental housing providers directly. With the new funding, we are adding improved member services, and more government relations work to gain more for for-profit rental housing providers from the National Housing Strategy and its programs, and on tax issues.

Alongside the new direct membership program, FRPO's membership in CFAA will continue. FRPO will still be entitled to send two representatives to sit on the CFAA board, and you will continue to receive what you receive from CFAA now. However, especially for those who join CFAA as direct members, CFAA will provide increased services and communications.

EXPANDED POLITICAL ACTION

Over the last two years, CFAA played a major role in shaping the ten-year National Housing Strategy (NHS), achieving access for private rental providers to substantial potential funding. The total amount of NHS spending open to for-profit rental providers is to be \$22 billion, or close to \$6,000 per rental unit in Canada on average. CFAA is working hard to make sure private landlords can get their

share of that money, and that it is applied in a way which supports the rental housing industry across Canada.

In order to get the most benefit from the federal government's funding commitments for rental housing, the CFAA Board of Directors has engaged a national government relations firm (with long-standing, deep connections to government and politicians) to provide additional monitoring of federal initiatives, and to assist CFAA on the key federal issues, including housing and tax issues.

Capital Hill Group has been hard at work for CFAA since December. They have been extremely valuable in gathering information and opening doors for CFAA, and in helping to hone CFAA's messaging to enable the best reception from CMHC and the government.

NEW MEMBER SERVICES

CFAA's direct membership services aim to bring maximum value to your company and your employees. Over time, we expect to roll out more member services. CFAA will listen closely to what direct landlord members want in member services, besides the enhanced political work.

CFAA has entered into an agreement with the National Apartment Association, which allows better access to NAA's main apartment conference for Canada's apartment industry.

Here are the specific member benefits for direct landlord members:

- detailed information about federal subsidy programs, sent directly to you;
- every-issue delivery of RHB Magazine;
- discounts on the NAA rental housing conference, Apartmentalize, being held in Denver this year, from June 26 to 28;
- access to the NAA education programs, through the NAA portal Visto;
- access to NAA research, and
- access to additional helpful webinars.

The annual direct membership fee for rental housing providers is \$100 plus 50 cents per rental unit. For a landlord with 400 rental units, the fee is \$300, plus HST. For a landlord with 1,000 units, the fee is \$600, plus HST. To apply to join CFAA as a direct member, email admin@cfaa-fcapi.org, and CFAA will send you the application form.

The NAA discounts will also be available to FRPO members since FRPO members are CFAA members through FRPO's participation in CFAA. To find out how to access Apartmentalize and Visto as a landlord member of FRPO, email admin@cfaa-fcapi.org. 🏠

The Federation of Rental-housing Providers of Ontario is a founding member of the Canadian Federation of Apartment Associations, the sole national organization representing the interests of Canada's \$480 billion rental housing industry, which houses more than nine million Canadians.

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THE HEAT IS ON

How to manage and reduce tenant heating costs

BY JEAN-SEBASTIEN CYR, DEMTROY'S TECHNOLOGY INC.

Did you know that approximately 45% to 80% of the energy consumption of a multi-residential building is directly due to tenants' space heating? While the price of electricity, as well as natural gas, rises every year, heating is one of the most important expenses for housing providers. In addition, a tenant's behaviour is a direct cause of energy waste. Open windows in the winter, overheating

the unit—sound familiar? Fortunately, some proven and reliable technologies are available to reduce your energy bills.

HOW TO GENERATE SAVINGS

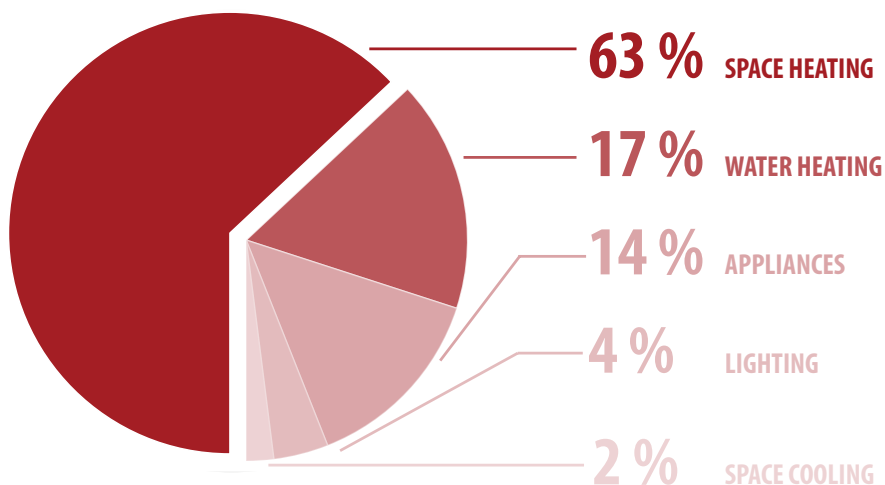
Building and heating systems are designed for maintaining comfort on the coldest day of the year. Heating capacity remains the same year-round, even though only a fraction of the capacity is required to maintain comfort

during these times. This results in having an overcapacity of heat, which leads to losses in the case of negligence, bad habits, or even abuse by some tenants. This is especially apparent in multi-residential heating systems where the heating costs are paid by the building owner or property manager via a bulk meter for gas or electricity.

Installing a heating management system that manages in-suite heating consumption has been proven to be an efficient way to save energy and to help reduce the environmental footprint. Without in-suite control technology, a thermostat has the authority to control the heating element 100% of the time (whether electric, hydronic, etc.). With a heating control system, the operating time of the baseboards can be managed and reduced.

FUNDAMENTAL BEHIND HEATING MANAGEMENT

Heat management systems control the heating capacity of the building based on a combination of real-time outside temperature, zones of the building, period-of-use, and temperature set point. Each apartment is controlled by a main computer, which allows heating depending on the weather, and has a dedicated energy program. An algorithm interacting with in-suite sensors calculates the amount of energy



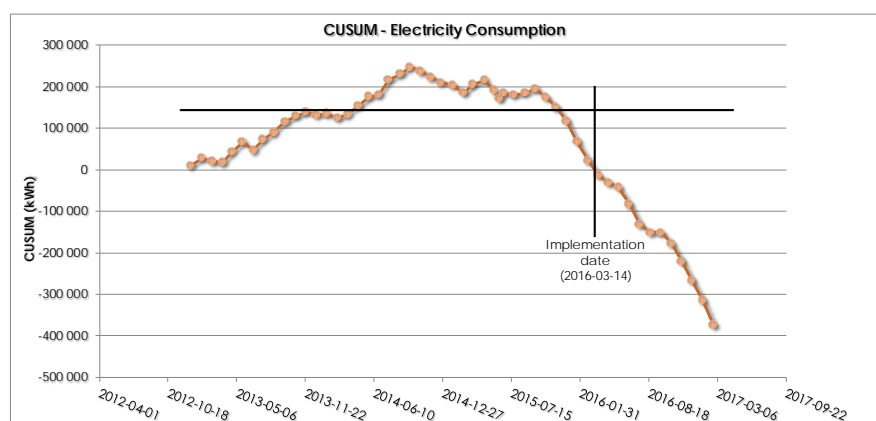
Source: Energy Efficiency Trends in Canada 1990-2010, Natural Resources Canada

Actual annual savings compared to the forecast (12 months period)

3561 Eglinton Avenue West, Toronto			
	Projected	Actual	Difference
Direct Savings (kWh)	211 304 kWh	379 117 kWh	+ 167 813 kWh
Total savings of kWh (taxes included)	23 877 \$	50 436 \$	+ 26 559 \$
Savings of kWh on energy bill (%)	18.75 %	37.84 %	+ 19.09 %
Total cost including options (taxes included)	108 953 \$	108 953 \$	
Estimated rebate (taxes included)	35 816 \$	39 397 \$	
Return on investment (ROI) before rebate	4.6 years	2.2 years	
Return on investment (ROI) after estimated rebate	3.1 years	1.4 years	

Source: Demtroys Technology, Energy Savings Measurement and Verification – Final Report, International Performance Measurement and Verification Protocol (IPMVP), (3561 Eglinton Avenue West, Toronto), July 2017

Highlight of the Energy Savings Using the CUSUM Analysis



Source: Demtroys Technology, Energy Savings Measurement and Verification – Final Report, International Performance Measurement and Verification Protocol (IPMVP), (3561 Eglinton Avenue West, Toronto), July 2017

needed to heat the apartment. On a cold winter day, 100% heating is allowed, so tenants are comfortable. During the rest of the year, there's always enough energy available to reach the desired in-suite temperature, but not to be wasted. In addition, a load shedding function controls the operation cycles of all the building's heating equipment in order to help reduce the peak demand—resulting in kW savings.

SUCCESS STORY

The board of directors of New Spadina Garment Industry Corp. is pleased with its decision to install the Demtroys System in its building located at 3561 Eglinton Avenue West in Toronto. This 140-suite, 16-storey apartment building with 500 occupants was constructed in 1986. It was consuming 1M KWh in electrical baseboard space heating every year, representing more than \$120,000. "As New Spadina saw that its electricity cost per KWh was rising rapidly, its board decided it had to gain control over the electric heating costs," says President Bruce Laird.

The Demtroys System was installed in

March 2016 with the help from Toronto Hydro's Energy Experts and Save on Energy incentives under the Retrofit Program. One year after the installation, the results were impressive.

"We saved over \$50,000 the first heating season (2016-17) and it was an easy process. The wireless system makes the installation quick (one week on site) and households still have control of their in-suite and in-room temperatures, provided they keep their windows closed. Our simple payback after the Save On Energy grant was 2.0 years! Note that as a non-profit housing provider we received double the usual grant."

Ramona Hossu, New Spadina's General Manager, advises: "We see the Demtroys System as the third leg of a three-part system: 1) education of households and staff about heating and ventilation in our cold Canadian climate, 2) proper ventilation of electrically-heated suites during the winter, and 3) households keeping their windows closed during winter."

Rossu also notes that, "Prior to Demtroys, we had been spending from \$10,000 to \$15,000

per year on specialty mould remediation contractors for this electrically-heated building, which has been a problem for 30 years. Since installing the Demtroys System we have developed a heating/ventilation education program for households; found that windows are kept closed throughout the winter; and have not had any mould problems whatsoever."

Electrically-heated buildings with hallway pressurization ventilation systems can often have poor ventilation and mould if suite windows are left open during the winter months. It is important to consider savings attributed to mould remediation and improved household comfort when developing feasibility calculations.

When asked if she would install Demtroys systems again, Rossu says, "Yes, definitely."

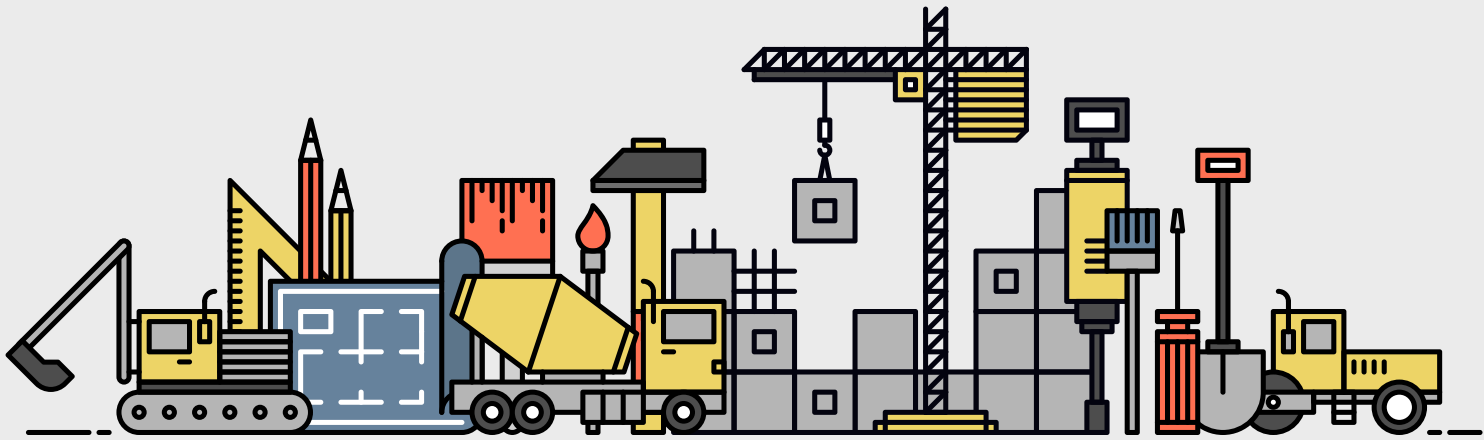
Well-established in Canada since 2003, Demtroys Technology developed a heating costs management system that can adapt to both electrical and gas-heated buildings. As said by Jean-Sébastien Cyr, CEO: "We conceived our system specifically for multi-residential buildings to help housing providers manage their heating costs." While most solutions only manage common areas heating, Demtroys System reduces energy waste from in-suite heating. For providers who pay their tenants' heating, this technology generates important savings, year after year. The system relies on a radio-frequency network, so no major remodeling is necessary, making it affordable for housing providers. Based on more than a hundred cases, representing over 15,000 units, the Demtroys System generates average savings of 25% on heating costs.

TORONTO HYDRO AND THE SAVE ON ENERGY RETROFIT PROGRAM

"With the Save on Energy Retrofit program, our clients can benefit from an incentive based on the consumption saving. The results have shown that upgrading your heating system with control technologies is a good investment. Typical average simple payback is under three years," says Toronto Hydro's Energy Expert Lee Masucci.

"We are proud to work with all major energy suppliers in Ontario and their grant programs. Most of our clients received an incentive that helped them acquire our system," explains Mr. Cyr. ■■

Demtroys heating control and monitoring system can be adapted to all type of heating systems and size of building, configured for time-of-use and for zones in the building. It allows saving from 10% to 40% of energy. Rebate and financing available. Visit www.demtroys.com



TECHNOLOGY'S IMPACT ON CONSTRUCTION

Saving time and money through innovative new solutions

BY TIM BLACKWELL

Ben Bruns of the Weitz Co. says that in some ways the construction industry was more efficient before World War II. Erecting buildings just didn't take so long.

At a recent student housing conference, the company's national development director pointed to the Empire State Building as an example.

Built in 1931, the wondrous tower stretched high above New York City and went up in 13 months, at a cost of \$41 million (about \$550 million today). When the last brick was set, the 1,250-foot-tall, 120-storey art deco masterpiece was declared the tallest structure in the world.

It remains a construction marvel, ranking in 2017 as the fifth-tallest completed skyscraper in the U.S.

A backstory to its glory is that, despite 15 revisions from the original design as a 50-storey building, only 36 pages of drawings were needed to guide workers. The original plans took two weeks to assemble, a far cry from the months of paperwork and planning that go into commercial buildings nowadays.

In comparison, Bruns says, a paltry \$55 million project today (that's \$3.5 million in 1931 money) requires a 100-page contract, most of which is devoted to payroll. Permitting and final paperwork typically take longer than the time required to construct the Empire State.

Conditions were different long ago, but the one constant is that skilled labour comes at a premium. Construction is very labour intensive—and dangerous. (More than 3,500 workers were needed to build the Empire State Building, and 42 reportedly died in the process.)

Nearly 90 years later, commercial and residential construction is plagued by excessive underwriting, labour shortages and pricy materials. Projects are more difficult to build just because of intricate designs that require a greater level of workmanship, lumber and steel so buildings stand out from the crowd.

Land in urban areas is sparse and costly. Developers are often left making the best of

an imperfect lot, which requires extra time to survey and plan, plus more money.

The devil is in the details

“Pay applications can be up to 60 pages of a contract,” Bruns told student housing leaders at the annual Interface Student Housing Conference in Austin last spring. “And we wonder how we get subcontractors paid in a timely fashion so they want to come do our jobs. We have to loosen some of the underwriting associated with it.”

But it's not all bad. Technology is helping offset time and sky-high costs in today's building processes, bureaucracy notwithstanding. It may not be the complete salvation of the modern-day building, but Bruns and the Weitz Co. see it easing some of the pain.

New technology, pre-manufacturing help maximize productivity

The industry is embarking on fresh techniques that require less brute strength and more technical power.

While automation and pre-manufacturing are already in the pipeline, Bruns and Weitz—one of the U.S.'s oldest construction firms specializing in commercial, industrial and heavy industrial projects—believe that construction will continue conforming to the latest advances as developers seek to build projects on time and under budget.

The company is using robots and drones to maximize productivity on job sites and help planners think through construction processes before the first load of lumber is delivered.

A few years ago in Omaha, NE, robots laid out a project and saved \$100,000 in setup costs. On another project, they helped determine the precise amount of rebar (30,000 pieces) needed for concrete work on a building, and did so to near perfection. Only three of the pieces delivered to the site didn't fit, a 0.0001 percent spoilage rate.

Better planning through technology was a big reason the 3,400-bed Park West student housing project at Texas A&M University in College Station, Texas, finished a week ahead of schedule.

“We took all the pre-development risk out of it,” Bruns said. “We funded all the schematic design—\$1.8 million worth—for the opportunity to be involved in this project and get an above-

market feel when all was said and done. It turned out to be a great project, a truly monumental accomplishment.”

Modular building reduces time at the job site

At a factory in Cincinnati, modular bathrooms were built and shipped to a flagship hotel project in Des Moines, Iowa. Bruns said the decision to pre-fabricate saved “17 weeks of chaos on the job site.”

Cranes hoisted finished modules, complete with tile and grout, onto the flat surface of the structure with ease. Because of their design, the bathrooms fit snugly against the surface of the rest of the apartment, with no transition from the carpet to the bathroom floor.

The modules were made of strong, lightweight composite material and metal studs so they could be shipped safely and minimize spoilage. All were installed about two weeks sooner than if crews had built them onsite.

Building the bathrooms in a factory offered some subtle assembly efficiencies that workers couldn't gain otherwise, like applying thinner grout lines when setting tile.

“The grout joints on the tile are half the size of a normal installation,” Bruns said. “That means it doesn't take as much work to clean it. Quality improves. The schedule was dramatically impacted.”

Leveraging technical know-how

The Weitz Co. also is leveraging technical know-how to stay on top of jobs, from planning to the final coat of paint. Drones are being used to better assess job sites before work starts and inspect structures as they are being built and after completion. The technology allows inspectors to see parts of high-rises that would normally be too dangerous for workers to access unless they used heavy equipment.

“We're using drones to help us understand how productive we are, to see places we couldn't see before,” Bruns said. “We're seeing what the detail looks like way up high on new projects, those brand new student housing projects that everybody's excited about.”

Along the way, end-of-construction punch lists are being redefined. In the past, nobody had a list that included scrutinizing a high-rise building's façade well beyond the first few floors with as much specificity as possible today, Bruns said.

Pre-manufacturing could help ease labour issues

Bruns said building some components in advance could solve a chunk of the construction industry's manpower issues, although some believe it's not a perfect process. Among the reasons are that modules could be assembled incorrectly or take too long to build offsite or be damaged in shipment.

One architect at the conference said mould was found in some modules that sat outside too long at the site before being installed in one high-rise. The problem put the project behind schedule.

Others think the old-school way of assembling buildings is just faster and does not compromise control at the job site.

But Bruns said the industry may have to rely on pre-fabrication, like it or not, especially if labour shortages persist.


It's no secret that fewer workers are choosing construction as a career. Coupled with rising retirements, an already depleted labour force is just getting thinner.

“My prediction is that there's going to be no choice,” Bruns said. “Manpower is going to continue to be scarce while the demand is going to continue to be there. The trades people are retiring at a rate that is absolutely alarming. Finding a mason right now in this country is a real challenge; in fact, we're considering multiple masons on just about every project of scale because if somebody stumbles you have to be there to pick it up.”

Technology creating greater transparency in construction

The true impact of how technology is improving construction ultimately is in the bottom line and keeping it in check while minimizing cost overruns. Honing in on labour issues and on precise processes not impacted as much by spoilage and waste offers better transparency in pricing.

Bruns says the Weitz Co. already has greater pricing transparency and that this will become the norm with all construction companies when building commercial and residential establishments. Sort of like buying an everyday item off the grocer's shelf.

“You know what it costs to buy, you know you like it and you know it does the job,” he said. “In the future, buying our services will be much more straightforward.” 

#rentON THE EVOLUTION

FRPO's campaign continues to drive message home

BY LYNZI MICHAL

2018 was an eventful year, with FRPO leading the charge on finding solutions to Ontario's housing crisis. Since re-launching the Rent ON campaign in November, the momentum has remained strong, and results have been delivered.

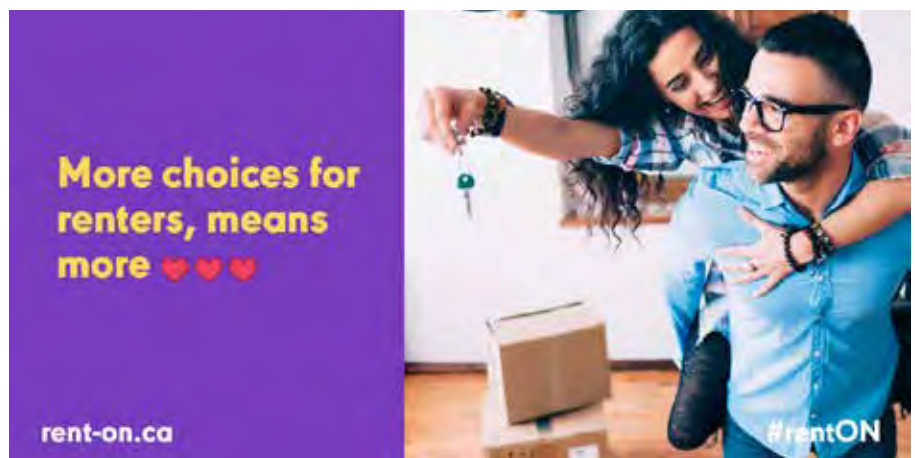
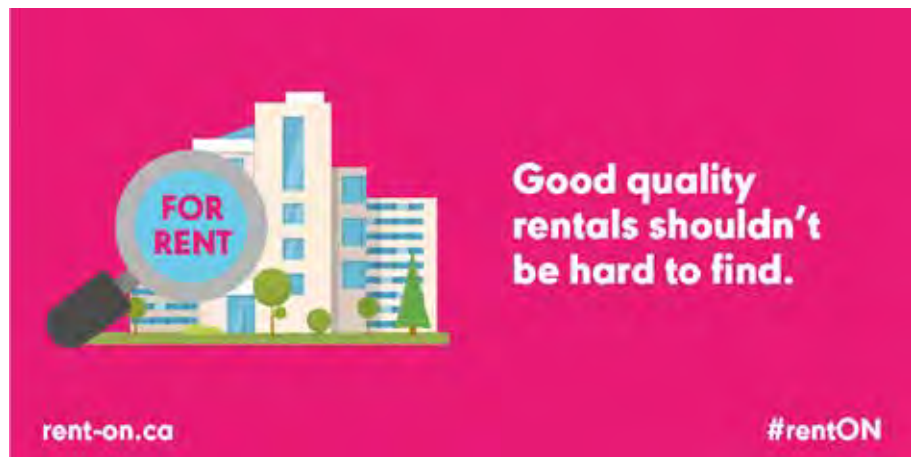
Last fall, the new provincial government acknowledged the rental housing crisis and corrected one of the challenges to new supply by reestablishing an exemption from rent controls for newly constructed rental units. While rent controls may sound good to renters in theory, the reality is that when applied to new units, they limit supply, resulting in higher prices and fewer units on the market.

The Progressive Conservative government's legislative tweak alleviates a top barrier in generating new rental construction, but the challenge remains to catch up with the demand and break down the other barriers that continue to stand in the way, such as prohibitive development charges. CMHC vacancy numbers released on November 28th, 2018, confirm that more needs to be done.

CMHC revealed that Ontario's purpose-built vacancy rate is now down to 1.8%. Although there has been a slight improvement in vacancy rates across the province, there is still a demand for more supply, especially in most of the province's big cities, including Toronto and the GTA (1.1% and 1.2%), Ottawa (1.6%) and Kingston (0.6%).

The increase in vacancy rate in many of these cities has been paired with a jump in rental prices, indicating pressures on these markets are still strong.

FRPO President and CEO Tony Irwin echoed these findings in interviews with outlets, such



as the London Free Press: "The numbers reinforce what we already knew or what we believed to be the case, which is that housing supply is definitely needed."

One of the new elements of the Rent ON campaign is to advocate for the tools to ensure upkeep of existing rentals. Keeping existing

rentals in good repair is vital to providing adequate supply. Rental-housing providers are serious about preserving their buildings. They know that without critical upgrades to parking garages, security systems, elevators and fire safety, the lifespan of the building, and renters' safety and comfort, are at risk.



Major capital expenditures cost millions of dollars, but without these investments, buildings can deteriorate and become uninhabitable, consequently leading to a decreased supply of rental housing. We need a balanced rent control system to allow for capital investment, since the annual rent increase guideline (currently set at 1.8%) is explicitly not designed to cover the costs of major renovations.

We will continue to advocate for more purpose-built rental apartments that provide quality, affordable housing choices for Ontario renters. As one element of our campaign, we will be proposing a comprehensive set of reforms to help generate new rental supply in response to the government's consultation on Increasing Housing Supply in Ontario, which closes January 25th.

We invite FRPO members to join the Rent ON movement and help us get the word out as we continue to drive our message on the need for more affordable rental housing.

To learn more, visit www.rent-on.ca or join the conversation on social media using the hashtag #rentON. 🏠

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IMPROVE YOUR BUILDING'S EFFICIENCY

Benchmarking to reduce energy and water costs

BY TED WHITEHEAD, DIRECTOR OF CERTIFICATION, FRPO

Energy and water usage can represent some of the largest operating costs in an apartment building. With the help of Ontario's Energy and Water Reporting and Benchmarking (EWRB) initiative, you can make your building more efficient and save money.

Under the EWRB initiative, most buildings in Ontario that are 100,000 square feet or larger are required to report their energy and water use to the provincial government annually. By reporting your energy and water use, you can begin to track your consumption. This can help you identify opportunities to improve your building's efficiency, reduce your energy and water consumption and save money. You can also compare your energy and water use to similar buildings, so you can see how your building stacks up.

Reporting energy and water usage can save money for building owners and the energy system. Studies have shown as much as a 30 per cent decrease in energy usage in commercial and residential buildings that

If you own, manage or represent a commercial or residential building that's 100,000 square feet and larger, you may be required to report its energy and water use by July 1, 2019.

implemented just a small number of energy efficiency strategies and monitoring systems. Buildings that take these steps can lower their energy bills. By increasing conservation and reducing stress on the energy system, we can save costs by avoiding the need to build more generation.

Some of the 25 U.S. jurisdictions that have building energy benchmarking requirements like the EWRB initiative have measured decreases in energy use of up to 10 per cent, including in large cities such as Chicago and New York. After tracking their usage, a majority of buildings in these jurisdictions have taken

steps to improve performance by investing in low- or no-cost changes.

Once fully phased in by 2020, the EWRB initiative will require most owners of commercial, industrial, multi-unit residential and other building types that are 50,000 square feet and larger to report their building's energy and water consumption, and greenhouse gas emission data annually to the province.

To help your building report and improve its efficiency, utility companies (i.e. owners or operators of water works, Local Distribution Companies and natural gas utilities) must make certain information available to building owners.



REPORTING YOUR USAGE CAN HELP YOU:

- Save money by tracking consumption
- Identify energy and water efficiency opportunities
- See how you stack up to similar buildings

HOW CAN YOU PREPARE FOR EWRB REPORTING?

If you own, manage or represent a building that will be reporting:

- Visit www.ontario.ca/energyreporting to find out if your building type is required to report and to find other useful information, including how and when to report.
- Contact EWRB Support by phone at 1-844-274-0689, or by email at EWRBSupport@ontario.ca to update your contact information and get an Ontario EWRB ID - a unique number assigned to each large building owner. You will need your property

assessment roll number found on your property tax bill/property assessment.

- Contact your energy and water utilities well in advance of the EWRB reporting deadline of July 1, to get the information you need to report.
- If you know the owner of a large building that has not heard about the EWRB regulation, encourage them to contact EWRB Support. This will help ensure we have current contact information for all large buildings.
- Talk to your industry colleagues about the EWRB reporting requirement, and encourage them to contact us for more information.

- If you have further questions, please call EWRB Support at 1-844-274-0689 or email EWRBSupport@ontario.ca.

HELPFUL LINKS

Regulation Guidelines:

www.ontario.ca/page/guide-energy-and-water-reporting

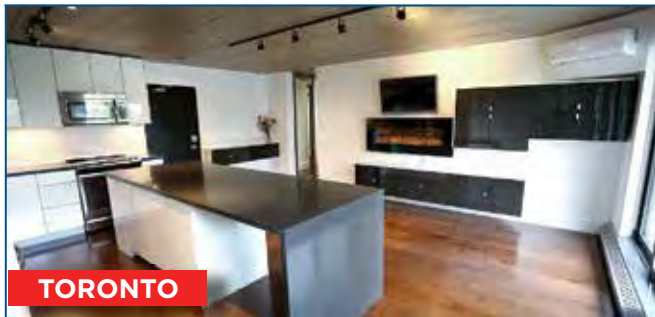
EWRB Building Types:

www.ontario.ca/page/guide-energy-and-water-reporting#section-7

Ministry EWRB Description:

www.ontario.ca/page/measure-energy-and-water-use-large-buildings

FRPO's primary contact for LB E&WBM initiative is Ted Whitehead, Director of Certification. If you have any questions regarding the Ministry's requirements or this initiative, please contact Ted at twhitehead@frpo.org or at 416 385-1100 ext. 27



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FRPO 2018 MAC AWARDS



AWARD PRESENTERS INCLUDED:

Peter Altobelli, Yardi Canada Ltd.

Graeme Huycke, CMHC

Frank Evangelou, Ace Group of Companies

Paula Gasparro, CMLS Financial

Gord Alderdice, Coinamatic Canada Inc.

Greg Stokes, Rogers Communications

Peter Mills, Wyse Meter Solutions Inc.

Ted Whitehead, Certified Rental Building Program

RECOGNIZING RENTAL HOUSING EXCELLENCE

On Thursday, November 29th, FRPO held its 18th annual awards gala in Toronto. This event took place at the Metro Toronto Convention Centre with over 1050 guests in attendance. FRPO's MAC (Marketing, Achievement and Construction) Awards recognize success and quality in Ontario's rental housing sector. The MAC Awards are comprised of 17 categories and are open to rental housing providers of all sizes. Each category is judged by an independent panel with a variety of backgrounds.

This event is the largest of its kind in Canada and set yet another attendance record this year. With FRPO President & CEO Tony Irwin hosting the ceremony, we were also fortunate to have The Hon. Steve Clark; Minister of Municipal Affairs and Housing on hand to provide an update on his government's commitment to increasing rental supply. FRPO Chair of the Board Margaret Herd also recognized our corporate sponsors for their unwavering support of our industry.

Also recognized at this year's gala was the late Eugen Drewlo of Drewlo Holdings. Mr. Drewlo was posthumously awarded this year's Lifetime Achievement award in honour of his many contributions to rental housing and Ontario. To close the evening, guest speaker Charles Montgomery, sponsored by Payquad Solutions, took to the stage. Charles is an award-winning author who helps planners, developers, city builders and regular people see and change the world around him. He works to create transformative conversations about cities, science and human well-being.

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ADVERTISEMENT EXCELLENCE **SINGLE CAMPAIGN**



VERTICA RESIDENT SERVICES
THE LIVMORE

This award recognizes a rental housing organization that has demonstrated clarity, innovation and excellence in marketing their advertising campaigns for rental housing. Entries were judged on overall concept, creativity, layout, copy or script, platforms used, results and execution. Vertica's campaign for their new development, "The Livmore" utilized an integrated campaign including traditional print and digital advertising as well as disruptive out of home pieces to create awareness and a successful lease-up.

NOMINEES:

Drewlo Holdings – The Cinque
Bentall Kennedy – Two St. Thomas

ADVERTISEMENT EXCELLENCE **SOCIAL MEDIA**



GREENWIN INC.

This award recognizes a property management organization that has demonstrated clarity, innovation and excellence through use of social media. This includes various social media platforms used to engage existing residents as well as attract prospective renters. The award went to Greenwin Inc. for delivering informative, insightful, engaging and useful content to reinforce the Greenwin lifestyle while integrating social media as part of its overall marketing and communications strategy. Greenwin continues to be a leader in their use of social media with their fourth win in this category.

NOMINEES:

Bentall Kennedy – Two St. Thomas
CAPREIT

BEST PROPERTY MANAGEMENT **WEBSITE**



QUADREAL PROPERTY GROUP
WWW.QUADREALRES.COM

This award recognizes a residential rental company that has demonstrated excellence in creativity, design, content structure, use of graphics, ease of navigation, interactivity and overall utilization of the medium. This award acknowledged Quadreal for successfully creating a website that provides a strong digital presence to attract, engage and build brand affinity following their official launch into multifamily. This mark's Quadreal's first MAC Award.

NOMINEES:

Oxford Properties
O'Shanter Development Company



AMENITIES AWARD OF EXCELLENCE



SHIPLAKE PROPERTIES

99 DAVISVILLE AVENUE &
118 BALLIOL STREET, TORONTO

This award recognizes a housing provider that has demonstrated excellence in providing, creating or improving common areas and amenities for its residents. Examples include: pool upgrades, laundry room renovations, fitness facilities or media centre, rental offices, rooftop patio, dog park, playground, outdoor areas, etc. This year's winner, Shiplake Properties, showed a thoughtful approach to ensuring their community amenities fit their tenant profiles. With a target market of millennial professionals, Shiplake Properties provides a wealth of condo-like features, such as a South Beach style rooftop pool, two fully equipped fitness centres with personal trainers, yoga room, fully connected public spaces and much more.

NOMINEES:

Northview Apartment REIT – 49 Queen Street, Cambridge
Vertica Resident Services – 55 Gerrard Street West, Toronto

BEST CURB APPEAL



STARLIGHT INVESTMENTS

77 PARKWOODS VILLAGE DRIVE, TORONTO

This award recognizes a housing provider or manager that has demonstrated excellence in enhancing the curb appeal of its property. Entries were judged based on the overall visual appeal of the exterior property improvements, landscaping, structural design, functionality and aesthetics of the entrance to the building. This year's winner, Starlight Investments, successfully improved the appearance of its large urban community for both residents and prospective tenants. Enhancements included building envelope repairs, new balconies, canopy entrance and landscaping rebuild.

NOMINEES:

Starlight Investments – 3311 Bathurst Street, Toronto
Briarlane Property Management Inc. – 1 Deauville Lane, Toronto

BEST SUITE RENOVATION UNDER \$15,000



BRIARLANE PROPERTY MANAGEMENT

265 DIXON ROAD, TORONTO

This year's winner, Briarlane Property Management, was recognized for achieving excellence in renovating the interior of a single existing rental unit. Entries were judged on the overall interior appeal, special or unique design, creative and efficient use of space and functionality or improvements to the floor plan. Judges also considered the budget and potential rent lift. Briarlane completed this renovation in one month and removed a knee wall in the kitchen, added new cabinetry and appliances, as well refinished the existing flooring to produce a modern feel.

NOMINEES:

Hollyburn Properties Limited – 1294 Islington Avenue, Toronto
Minto Properties – 190 Cherryhill Circle, London

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BEST SUITE RENOVATION OVER \$15,000



TIMBERCREEK COMMUNITIES
165 BATHURST STREET, TORONTO

This year's winner, Timbercreek Communities, was recognized for achieving excellence in renovating the interior of an existing rental unit located on Bathurst Street. Timbercreek successfully renovated and repositioned this unit with high end finishes to create a modern loft space. Entries were judged on the overall interior appeal, special or unique design, creative and efficient use of space and functionality of the floor plan. Judges also took into account the rent increase potential and use of budget.

NOMINEES:

Quadreal Property Group – 44 Jackes Avenue, Toronto
Starlight Investments – 45 Forty Second Street, Toronto

LOBBY RENOVATION OF THE YEAR

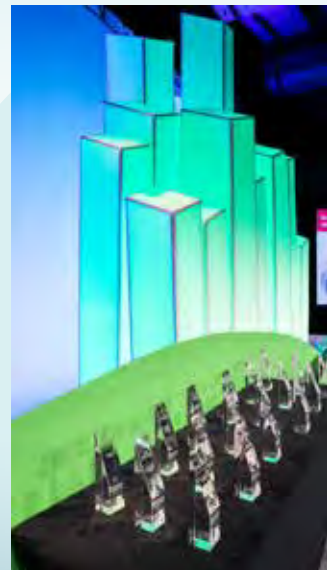


CAPREIT
18 PANORAMA COURT, TORONTO

CAPREIT was recognized as this year's winner for achieving excellence in renovating the interior of an existing lobby and/or common area corridors to and from parking areas. Entries were judged on the overall interior appeal, special or unique design, creative and efficient use of space and improved functionality of the floor plan. The renovation undertaken by CAPREIT successfully modernized a dated lobby creating a fresh space that reflects CAPREIT's commitment to providing their tenants high quality communities. This renovation used a small budget while significantly increasing the visual appeal and invitingness of this space for both tenants and prospects.

NOMINEES:

Minto Properties Inc. – High Park Village, Toronto
Starlight Investments – 67-70 Parkwoods Drive, Toronto



RENTAL DEVELOPMENT OF THE YEAR



MEDALLION CORPORATION
PRIMO TOWER, 2 VENA WAY, TORONTO

This year's winner, Medallion Corporation, was recognized for achieving excellence with their Primo Tower build located at 2 Vena Way, which serves as the cornerstone for Casa Emery Village. This award was judged on the overall creativity and suite design, curb appeal, amenities, and efficient use of space and functionality of the floor plan. While other developers were wary of this area, Medallion saw an opportunity to create a true mixed income community. Primo Tower provides the higher caliber rental suites while two other existing towers fill the affordable need. This high-rise is comprised of 272 units with high-end finishes, expansive floor to ceiling windows, condo-like amenities and much more.

NOMINEES:

Realstar – Trio on Belmont, 460A Belmont Avenue West, Kitchener

Vertica Resident Services – The Livmore, 55 Gerrard Street West, Toronto

ENVIRONMENTAL EXCELLENCE



SKYLINE LIVING

Skyline Living was recognized as the leading rental housing provider in environmental practices once again this year. Submissions for this category concentrated on a variety of areas including energy conservation, water conservation, recycling and other environmentally conscious practices. Entries were judged on the level of conservation or recycling achieved and the quality of environmental accomplishments when compared to that of an average rental housing provider in Ontario. Skyline continues to raise the bar in environmental practices with a company-wide commitment to sustainability, increased conservation, and deployment of technology to ensure a reduced environmental footprint.

NOMINEES:

Minto Properties Inc.

Sifton Properties Limited



RESIDENT MANAGER OF THE YEAR



SAFFIA HASSIN DEWAN
METCAP LIVING

This year's winner, Saffia Hassin Dewan, nominated by MetCap Living, demonstrated excellence and professionalism in on-site building management. Judges took into account any property management challenges faced by the nominees in the past year, their work accomplishments and the standard of service provided. Saffia clearly demonstrated effective management of on-site daily activities, built and maintained positive professional relationships with residents, and provided a clean and organized environment for them to call home. In her tenure at 45 Greencrest Circuit, she has significantly increased resident satisfaction by quickly resolving issues, working with the tenant associations and building a sense of community.

NOMINEES:

Dwayne Whitford & Marshal De Souza – M&R Holdings
Samantha Hiltz – Shiplake Properties

LEASING PROFESSIONAL OF THE YEAR



ROOMANA NAZLI
MORGUARD

This year's winner, Roomana Nazli, nominated by Morguard, was recognized for doing an outstanding job in leasing, tenant screening and increasing rental revenue. Roomana demonstrated a superior closing rate, high volume of tenants screened, and reduced tenant turnover and vacancy rates within her communities. Working in the Thorncliffe Park community, Roomana regularly deals with new immigrants and works one on one with residents to ensure they are comfortable throughout the leasing process. Her willingness to go the extra mile and her deep understanding of her diverse community are widely appreciated by her residents.

NOMINEES:

Mikala Demarchi – Morguard
Aida Mesele – CAPREIT



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PROPERTY MANAGER OF THE YEAR



NINA RASTEGORAC
METCAP LIVING

This year's recipient, Nina Rastegorac, nominated by MetCap Living, has successfully demonstrated excellence and professionalism in managing her communities and teams. With 10 years' industry experience, Nina manages 1,600 units while effectively overseeing staff, capital projects and budgets. A high level of customer service, resident satisfaction and strong drive for results make Nina a peak performer.

NOMINEES:

Geeta Pundit – CAPREIT

Adrienne Rancourt – Skyline Living

COMMUNITY SERVICE AWARD OF EXCELLENCE



SIFTON PROPERTIES LIMITED

This award recognizes a company that has gone above and beyond to give back to the communities in which it operates. This year's winner, Sifton Properties, has been involved in its community through volunteer activities, contributions to a variety of charities, and other events. Judges took note of the company's overall community efforts (funds raised, people helped, volunteerism, etc.), as well as the positive impact (both short-term and long-term) those efforts have made. Sifton has successfully engrained social responsibility and giving back to their communities into their company culture.

NOMINEES:

Skyline Living

Greenwin Inc.



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COMMUNITY SERVICE AWARD OF EXCELLENCE **SUPPLIER MEMBERS**



WYSE METER SOLUTIONS INC.

This award is new for 2019 and recognizes a supplier member company that has gone above and beyond to give back to the communities in which it operates. Our inaugural winner, Wyse Meter Solutions Inc., has been involved in several volunteer activities, and contributed to a variety of charities and special events. Judges took note of the company's overall contributions (funds raised, people helped, volunteerism, etc.), as well as the positive impact (both short-term and long-term) those efforts have made. Wyse and its employees have a strong focus on helping vulnerable members of our society feel valued, while helping them access safe housing.

NOMINEES:

Bonnie Hoy & Associates
Sherwin-Williams Canada

CUSTOMER SERVICE **AWARD OF EXCELLENCE**



CAPREIT

This category recognizes a residential rental company that has delivered outstanding customer service to its residents. This year's winner, CAPREIT, demonstrated a superior commitment to high standards of resident care. Our panel of judges also took into consideration activities, initiatives and programs that involve residents and show a willingness to go above and beyond 'just housing' or the status quo. CAPREIT's strong focus on training, resident events, dedicated CAP CARES team and holistic approach have positively impacted resident connections.

NOMINEES:

Vertica Resident Services
Timbercreek Communities



Speaker sponsored by Payquad



MARVIN SADOWSKI MEMORIAL AWARD CERTIFIED RENTAL BUILDING MEMBER **COMPANY OF THE YEAR**



GREENWIN INC.

This award recognizes a residential rental company, property manager and/or owner who best demonstrates commitment to the Certified Rental Building ("CRB") program's values: "ongoing a commitment to quality of apartment living"; "ongoing commitment to quality service"; and, "working with residents to create greener apartment communities". This year's winner, Greenwin Inc., demonstrated a superior commitment to achieving and/or exceeding the CRB Standards of Practice, engagement of staff, and creating CRB resident awareness. With 26 communities enrolled in the Certified Rental Building Program, Greenwin is committed to providing its residents a high standard of service and has engrained the CRB standards into its culture and operations.

NOMINEES:

Oxford Properties

Melchoir Management



FRPO 2018 MAC AWARDS



CELEBRATING THE LATE EUGEN DREWLO

Recipient of FRPO's 2018 Lifetime Achievement Award

It was to a wide applause on November 29th when Allan Drewlo accepted the Lifetime Achievement Award on behalf of his father, the late, great Eugen Drewlo. Founder and president of Drewlo Holdings, Eugen passed away on Good Friday of 2018 at the age of 86, leaving behind a son, a daughter-in-law, and two beloved grandchildren.

"Eugen was passionate about mechanical projects," Allan, his son and successor, said. "He once took a military four-wheel LAV and turned it into a forklift. He also created his own drill rig for shoring the foundation work of City Place."

Aside from being remarkably handy, Eugene was also a smart, decisive business man with a fearless, "no-nonsense" attitude. After immigrating to Canada in 1955 from East Germany, virtually on a whim and driven by the desire for something more, he began working as a bricklayer in Toronto. When a construction job took him to London, he instantly fell in love

with the area and settled in to make the city his home.

Today, Drewlo Holdings has been developing, constructing and managing apartment buildings in Southwestern Ontario for 60 years, boasting some of the most sought-after rental properties around. With over 8,900 units in its impressive portfolio, Drewlo Holdings is widely recognized for providing an exceptional tenant experience, overseen by a vast team of in-house property managers, maintenance and landscaping professionals, and construction personnel.

"As a leader, Eugen was very hands-on, often taking calculated risks but always with an awareness of his responsibility to those working for him," Allan said. "He was willing to listen to reasoned arguments, but his strong personality combined with his intelligence and life's experience usually won over any dissenting opinions."

Solving problems, digging in and finding solutions were the drivers that launched Eugen's remarkable career. "The forklift and drill rig are just two examples, but there are many more," Allan recalled. "He loved to understand the details of how things worked—whether it was a piece of equipment, a construction method or a deal—and then he'd improve on it."

On the flipside, Eugen had no patience for tardiness, always wanting things done as quickly as possible. But, as Allan points out, it was precisely that sense of urgency that gave the organization the flexibility to pivot quickly on new opportunities. "He had the kind of vision and intuition which made people want to tie their beginnings to his own," Allan remarked.

CITY PLACE: DREWLO'S TOWERING ACCOMPLISHMENT

Eugen's quest to build an empire out of thin

air is a story of inspiration, and a legacy that will live on through the 70-plus apartment properties he spearheaded with such thoughtfulness and care.

One of his proudest accomplishments, according to Allan, was the building of City Place in 2004. At 26 storeys, it remains Drewlo's tallest and most prominent project. The epitome of quality and the embodiment of the kind of maintenance-free durability Eugen was striving to achieve—"a building that would last forever"—City Place features spacious units

with panoramic views, and raised the bar on what an apartment building could be.

Those close to Eugen remarked that he was always destined for greater things. "Very few people could make that jump, fewer still successfully and for over half a century," Allan said. "He had just the right mix of talent, insight and determination to make it work."

Large spacious units, low operating costs, ease of construction—these were the pillars that made Drewlo developments rise above the others and create value for both residents and stakeholders. "You can

provide a lot more quality housing to a lot more families by following his philosophy, than by spending endless extra time and money to create unique architecture and urban design," said Allan.

But at the end of the day, Eugen Drewlo's legacy will no doubt exceed the physical buildings themselves. "He made life a lot better for tens of thousands of tenants, homeowners, suppliers, builders, subcontractors and employees, over his long and successful career," Allan remarked. "That's the real legacy he is leaving behind."

REFLECTIONS OF A LEADER: REMEMBERING *Eugen Drewlo*

"Eugen was an original. The innate intelligence he had drove him past virtually everyone. If he could find a way to improve upon the way buildings were built, and the way they were designed, he would institute his own changes to the process."

– **Michael Lake, Partner, Mackenzie Lake Lawyers LPP**



"He knew exactly where we were and where we were going on all the different job sites. That was his role and he enjoyed that part. Ours was just to keep up with him."

– **Derek Chelchowski, Construction Manager**

"A very caring and sympathetic individual."

– **George Bikas, Manager, Land Development, Drewlo Holdings**

"The number one word, I think, is family. Mr. Drewlo was a family man, he had a family business renting to families. I think that's what guided him through his entire business career."

– **Kevin Weller, Senior Project Manager**

"I was inspired by how he came to this country and started his business. For me, he was like a father."

– **Nermin Salkic, Lead Hand**





HOLIDAY- THEMED FUN



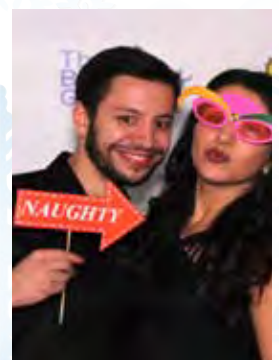
The Byng Group's 10th Annual Cocktail Party

The Byng Group hosted its 10th annual holiday cocktail party on November 29th immediately following the FRPO MAC Awards Gala.

More than 400 guests attended this exclusive event. This always-popular gathering attracted multifamily housing professionals from across Canada. The party was held at the Metro Toronto Convention Centre, just steps from the FRPO Gala.

Guests enjoyed specialty cocktails, a holiday-themed photo booth, dancing, socializing and celebrating the season in full Byng-style! Planning for The Byng Group's Annual Holiday Cocktail Party of 2019 has already begun...

Thank you to all and best wishes for a Healthy, Happy and Prosperous 2019! 🍷



CFAA RENTAL HOUSING CONFERENCE 2019

Don't miss this exciting, educational industry event

BY JEREMY NEWMAN



CFAA Rental Housing Conference 2019 will be held from May 13-15 at the Hyatt Regency hotel in downtown Toronto. CFAA aims to present the most useful rental housing information possible, along with unique opportunities to network with key players and move the rental housing industry forward!

KEYNOTE SPEAKERS

CFAA is pleased to announce three tremendous keynote speakers: Benjamin Tal, Murtaza Haider and Stephen Moranis.

MURTAZA HAIDER AND STEPHEN MORANIS

Murtaza Haider and Stephen Moranis write the Haider-Moranis Bulletin, which is featured in the Financial Post section of the National Post. The Bulletin analyzes real estate market trends and real estate sales data from across Canada, including rental housing issues such as rent control, the supply of purpose-built rentals and the interplay of economic factors with government regulations.

Murtaza Haider is an associate professor of real estate management at Ryerson University, an adjunct professor of engineering at McGill University, and a Director at Regionomics Inc.

Stephen Moranis is a seasoned real estate professional and proven industry leader. He has amassed decades of experience in the

real estate industry, and is a former president of the Toronto Real Estate Board.

BENJAMIN TAL

Benjamin Tal is Deputy Chief Economist at CIBC World Markets. Benjamin is an accomplished, entertaining speaker and regularly informs delegates at CFAA-Rental Housing Conferences about the economies of Canada and the World, and what they mean for rental housing providers in terms of interest rates and rental demand.

CFAA RENTAL HOUSING AWARDS DINNER

As part of CFAA-RHC 2019, CFAA will be hosting the 4th Annual Rental Housing Awards Dinner on Tuesday, May 14. To learn more about the awards program, please email awards@cfaa-fcapi.org.

REGISTRATION

Whether you are a rental housing executive, department head, manager, developer, supplier or a rental owner, you should plan to attend CFAA-RHC 2019. Early registration is now open at www.CFAA-RHC.ca.

CALL FOR PROPOSALS OR INPUT

If you want to make a presentation, or suggest a session topic for CFAA-RHC 2019, please email your idea to events@cfaa-fcapi.org. ■

➤ SOCIAL MEDIA COLUMN
Sponsored by MediaEdge



Tips for effective B2B hashtag use, part two

By Steven Chester

Each social media platform views hashtags through a different lens. Effective hashtag use can boost your audience reach, but overdoing it in some cases can lead to a wasted marketing effort.

Twitter's advice from its own blog states that "one or two relevant hashtags per tweet is the sweet spot." There's no known penalty for overuse, but if you're looking to be engaging, keep it natural.

Facebook is entirely different. There have been many studies of Facebook's ever-changing algorithm over the years that have indicated the same thing: Any more than two hashtags actually decreases post engagement.

Instagram is the opposite. The more hashtags you use, the more reach you can achieve, but more than 10 hashtags in your text can lose the user. Quick tip: you can stuff a number of hashtags as the first comment on your post so that they're not bugging up your text. Those hashtags still apply to your original post, and it will look much cleaner. Instagram caps posts at 30 total hashtags – add any more and your post will not upload.

LinkedIn is somewhat new to the hashtag game, though many users were still adding hashtags prior to them having any effectiveness on the platform. Try not to use more than three or four tags, and be sure that they're professional in nature and relevant to your company, as this platform is built for a business audience.

Steven Chester is the Digital Media Director of MediaEdge Communications. With 17 years' experience in cross-platform communications, Steven helps companies expand their reach through social media and other digital initiatives. To contact him directly, email gosocial@mediaedge.ca.



MAKING CLAIMS AGAINST FORMER TENANTS

Termination of tenancies and the problem with “collections”

BY MARTIN P. ZARNETT

Most landlords in Ontario believe that the terms of their tenancy agreements are enforceable and will be upheld by the Landlord and Tenant Board and Courts. Most landlords also believe that if a tenant breaches the tenancy agreement by not paying rent, that a claim can be made not only for the arrears of rent, but also for any prospective rent loss if the tenant does not complete the term of the tenancy and vacates prior to the end of the term.

Many larger landlords hire collection agencies in an attempt to collect the arrears of rent and the prospective rent loss. In certain cases, those collection agencies file notifications with various credit reporting agencies advising that the tenant owes monies to the landlord based on prospective rent loss.

Since 2016, there have been a number of developments in the law that limit and prohibit landlords from making claims against their former tenants. Currently, it is prohibited for residential landlords in Ontario to pursue their former tenants for any amount of money purporting to be rent after the termination of the tenancy, and where the tenant vacates the rental unit.

A common scenario that comes across my desk frequently is that the tenant signed a one-year tenancy agreement, and a few months into the tenancy, the tenant advises the landlord that they want to move out and end the tenancy. The landlord reminds the tenant that they have signed a one-year agreement and therefore, are responsible for the full term of the tenancy. The tenant then stops paying the rent and the landlord serves a Form N4 on the tenant. The tenant then delivers vacant possession of the apartment to the landlord by the termination date set out in the Form N4.

In this scenario, because of the recent developments in the law, the tenancy ends as of the date of termination in the Form N4 because the Tenant has vacated the rental unit. Any attempts to collect any amount of money purporting to be rent after the termination of the tenancy and the date the tenant vacates the rental unit is now prohibited in Ontario.

It is also prohibited for a landlord to retain a collection agency to collect or attempt to collect any amount purporting to be rent past the date of termination, as the recent amendments that are set forth below prohibit a landlord from directly or indirectly collecting or attempting to collect such amounts. In these cases, if a collection agency contacts the

former tenant or sends notification to a credit reporting agency that the former tenant owes any amount purporting to be rent beyond the date that the tenancy terminated, the landlord would be liable for collecting or attempting to collect any amount of money purporting to be rent after the tenancy has terminated and the tenant has vacated the rental unit.

In 2016, the Divisional Court, in the case *Stamm Investments vs. Hobbs*, determined in paragraph 30 of the decision that, "As a matter of principle, it is illogical to suggest that, despite termination of the tenancy, the tenant may continue to be liable for rent after the date of termination. Where a Notice is served, and the tenant accepts the proposed early termination by moving out on or before the termination date, the tenancy is terminated. The obligation to pay rent does not continue beyond the termination date. This would be inconsistent with the plain language of the Notice."

The 2017 amendments to the Residential Tenancies Act (RTA) added Subsection 134 (1.1) to the Illegal Additional Charges section of the RTA. Subsection 134 (1.1) reads as follows:

- (1.1) No landlord shall, directly or indirectly, with respect to any rental unit, collect or require or attempt to collect or require from a former tenant of the rental unit any amount of money purporting to be rent in respect of,
 - (a) any period after the tenancy has terminated and the tenant has vacated the rental unit; or
 - (b) any period after the tenant's interest in the tenancy has terminated and the tenant has vacated the rental unit. 2017, c. 13, s. 24 (2).

Section 234 of the RTA provides that it is an offense to breach Section 134 of the RTA. The language of Subsection 134 (1.1) of the RTA casts a wide net in prohibiting landlords from attempting to collect any amount of money from a former tenant if the conditions in Subsection 134 (1.1) are met. It does not appear that characterizing these amounts of money as something other than rent would exempt a landlord from compliance with Subsection 134 (1.1). The Legislature's clear intention was to prohibit post-termination attempts of collection of any amount of money purporting to be rent.

The combined effect of the Divisional Court decision and the legislative amendments mean that when a landlord serves a Notice of Termination on a tenant, or if the Board terminates the tenancy for nonpayment of rent and the tenant vacates, there is no room for a landlord to attempt to collect any amounts for rent or purporting to be rent past the date of the tenancy has terminated and the tenant has vacated the rental unit, and attempting to collect such amounts after the tenancy is terminated puts landlords at jeopardy under the RTA, including quasi-criminal jeopardy set out in Section 234.

Further, it is important for landlords to recognize these changes that have occurred and incorporate these recent developments into their business practices. For landlords who either collect amounts in house or send "collection packages" to collection agencies, procedures must be updated to ensure that amounts of money purporting to be rent for any period after the tenancy is terminated and the tenant has vacated the rental unit not be included in any instructions to the collection agencies. Sending these types of claims to "collections" puts a landlord at legal jeopardy and must be reconsidered in light of these recent developments. 📌



This Article is meant to provide general information and is not legal advice on any matter. Martin Zarnett is the managing partner of Zarnett Law Professional Corporation. Zarnett Law provides comprehensive legal services to Landlords across Ontario. Our team provides strategic legal advice to landlords.




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THE DECLINING TREND IN INVESTOR-HELD CONDOMINIUMS

Supply falls to critical low as fewer condos used as rental

BY SHAUN HILDEBRAND, PRESIDENT OF URBANATION INC.

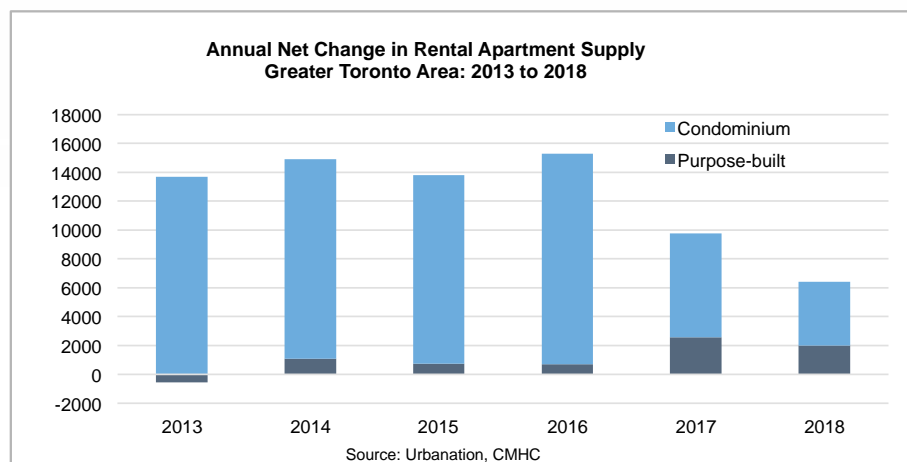
The 2018 housing market was a year full of headline-grabbing statistics, particularly in the GTA ownership market, as activity declined from a record-breaking pace in 2017. However, to someone who studies market movements closely, the stats on last year's housing sales and price changes came mostly as expected, given the elevated numbers from the previous year and tightened borrowing conditions in 2018. The more surprising figures came out of the rental market. Of them all, 32.7% sticks out the most.

Indeed, for the first time since 2010, the percentage of condominiums in the GTA used as rentals declined, from a high of 33.1% in 2017 to 32.7% in 2018 as reported by CMHC. A similar trend was seen for nearly all of the major centres in Ontario. This was perhaps the most important shift in the province's housing market

last year, as the largest source of new rental supply was cut back at a time when demand has been running at multi-decade highs.

On the surface, the dip in rental share within the condo stock doesn't appear to be

meaningful, which explains why it didn't attract any headlines. However, the fact that there was a decline at all is extremely troubling for a market that has become severely undersupplied of rentals. The net increase in condo rental stock



in 2018 amounted to only 4,410 units in the GTA, which was 39% less than the 7,197-unit increase in 2017 and a 70% plunge from the 14,576 units added in 2016. The minimal amount of purpose-rental deliveries (1,465 units completed last year in the GTA) provided little help. And when compared against rental demand in the GTA of at least 20,000 units per year, the quantity of new supply last year is even more alarmingly low. In effect, the market under-delivered roughly 15,000 rental units in the GTA last year, and this is why vacancy rates for condominiums were held below 1% for the second year in a row.

The explanation behind the declining trend in investor-held condominiums is likely related to the finding that close to half of newly completed units with a mortgage have been unable to achieve positive cash flow. When weighed against the strong rates of price appreciation achieved by investors between pre-sale and closing, the decision to sell instead of hold was made easier. Furthermore, 2018 was the first full year under which all condos were rent controlled, which may also have been factor for the lost supply. While the recently announced removal of rent control for everything occupied going forward will provide an incentive for more secondary rental supply, high condo prices and rising interest rates will continue to make it difficult for individual units to achieve monthly net income in the future.

All of this speaks to how critical it is for purpose-built rental development to ramp up now. As of Q3-2018, the number of purpose-built rentals under construction in the GTA reached a 30-year high of 11,172 units — but this will produce completions of less than 4,000 units annually for the next few years and, therefore, remain much too low to close the gap between demand and supply.

By no means is this a GTA-only story. Average Ontario purpose-built apartment vacancy rates were kept below 2% for the second straight year in 2018, which hasn't happened since 2000-2001 (which incidentally was the last time population inflows to the province were as high as they were over the past two years). At the same time, the inventory of purpose-built rentals under construction across Ontario in Q3-2018 was down from a year ago and basically unchanged over the latest two-year period.

There are some early signs that the tide could start to turn, as Urbanation has been continuing to add more projects to our tracking of future purpose-built rental developments. Requests for our market feasibility studies have increased significantly following the removal of rent control for new developments, for sites across the province. While interest for rental development is building, the economics still remain challenging for most projects. We are at the cusp of what could become a renaissance for new rental development in Ontario — further policy encouragement could go a long way to help make this a reality. 🏡



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THE EDGE OF INNOVATION

Insights from NMHC's OpTech Conference

BY TIM BLACKWELL

The multifamily housing industry, traditionally a step or two away from the cutting edge, is learning to embrace innovation at a time when the globe isn't sitting still.

Today, world leaders and innovators are asking "why not?" and are willing to push advancement to the brink, sometimes for the unimaginable and often with risk. Many are beginning to look far down the road and into the next cycle.

Nurturing a breakthrough mentality through collaboration and singular achievement, no

matter where, was on the minds of leaders at November's National Multifamily Housing Council OpTech Conference & Exposition in Orlando.

From the opening keynote, where New York University scholar and innovation expert Melissa A. Schilling dissected the minds of the world's greatest innovators, to marketplace

chats and breakout sessions, the message was strong: The only way to get better is to defy potential—and sometimes inevitable—failure and aspire to improve.

"We should nurture breakthrough innovation in the people around us," said Schilling, who has intensely studied the likes of Albert Einstein, Nicola Tesla, Elon Musk, Steve Jobs, Marie Curie and Dean Kamen and authored "Strategic Management of Technological Innovation" (now in its fifth edition), the top innovation strategy textbook in the world.

1.

CREATING INNOVATION BY TALKING ABOUT IT

Apartment leaders are creating innovation programs and teams to establish strategies for future success, motivated to not only position their companies to avoid disruption, but to ride the next wave of innovation.

Moderator Kristy Simonette, CIO & SVP/Strategic Services at Camden Property Trust and speakers Jeffrey Brodsky, Vice Chairman, Related Companies; Stephanie Fuhrman, Managing Director, Global Innovation, Greystar; and Joanna Zabriskie, President, BH Management provided insights into their thinking and how trends in other industries, no matter how far-fetched they may sound, warrant a closer look.

Could the concept of pop-up retail, the trend of opening short-term retail business, be applied in multifamily, to capitalize on spaces in and around apartment communities? The appeal is ever-changing retail and with it comes short-term leases, which are very viable in large urban markets, the panel said.

But what might work in Los Angeles or New York City might not fit in the Heartland, like in Kansas City or St. Louis, leaders agreed.

Nonetheless, the conversation popped.



2.

MAKING THE BEST OUT OF THE MOUNDS OF DATA

So did the one at a breakout session on what to do with the mounds of data derived from lease transactions and how to create better business intelligence that drives operational efficiencies. The wealth of data keeps coming, and owners and operators are learning how to filter it to get the most out of the numbers, said a panel led by RealPage Vice President of Asset Optimization Jay Parsons.

It's important to look at the micro and the macro data to get the whole picture, Hamilton Zanze Senior Director Asset Management Tim Bruss said. Downsizing metrics to generate manageable, consolidated reporting quickly cuts through the fat and keeps business in motion.



3.

TAKING ADVANTAGE OF WHAT THE MARKET IS BEARING

In a quick take on the Expo Hall floor, Kigo Senior Vice President Matthew Hoffman encouraged multifamily operators to look far into the opportunities of short-term rentals that await. Travel has changed, he says, and vacant apartments can be marketed to pick up five or six nights of rent, whereas they would otherwise sit empty and put a drain on the rent roll.


































"That is the real opportunity that's on the table today," he said. "We have to define what we're going to do and not do."

But define. Ask. Explore. And innovate.

Multifamily is learning to reach the light ahead.



































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