

JULY/AUGUST 2020

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RENTAL INDUSTRY NEWS

ENERGY EFFICIENCY RETROFITS
CFAA AWARD WINNERS
CMHC MORTGAGE INSURANCE
MITIGATING WATER DAMAGE

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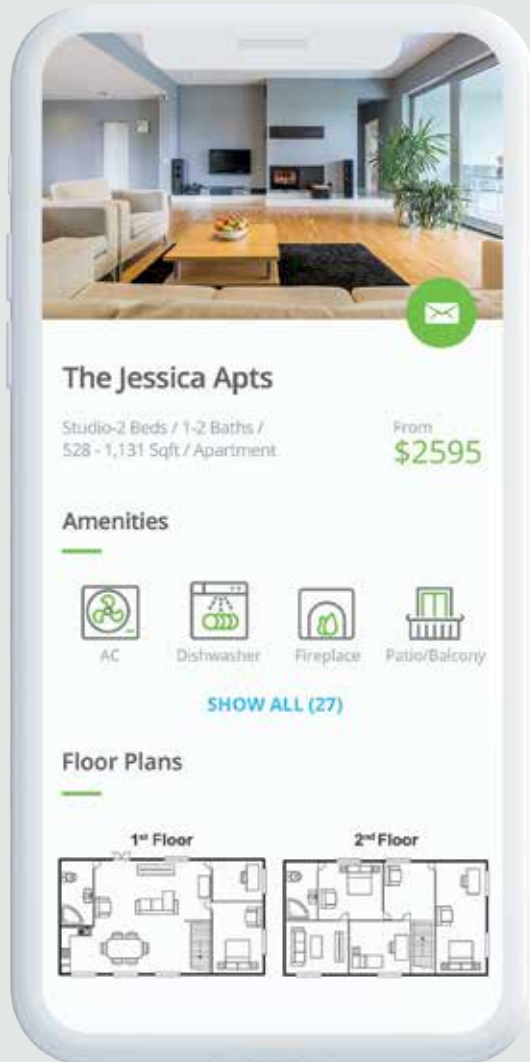
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RENTAL INDUSTRY NEWS



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Now, virtual communication is more important than ever

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THE RETURN TO WORK

More changes in store for the sector



TONY IRWIN
President & CEO
FRPO

As the situation with COVID-19 continues to evolve, we can take comfort in the fact that we have come a long way since the pandemic began in mid-March. Working together is crucial in times of crisis, and that is exactly what Ontario did in order to get where it is today.

Stage 3 of reopening in July meant the long-awaited return to work could begin. That said, many of us continue to work from home, or have started to divide our time between home and the office. The arrival of September also marks the start of the 2020-21 school year. Masks have become mandatory in most indoor settings, which has greatly assisted in limiting the spread of the virus. Our industry has had to make a lot of changes as we adjust to this new reality. I would like to start off by saying how truly proud I am of the way our members have risen to the challenge. This is the moment for extra effort and that is exactly what you've given and continue to give. Rental property owners and managers have raised the bar, ensuring proper cleaning protocols are met to protect residents and staff, while also working on re-payment plans with tenants financially impacted by the crisis. I am not alone in being grateful for the work you are doing, and your efforts continue to shine during this difficult time. Here at FRPO we have immersed ourselves in this ever-changing environment and have been working very hard on our advocacy efforts. As I am sure you are aware, Bill 184 and 197 both passed third reading in July, with some sections to come into force at a later date. Bill 184 makes for a better operating environment while addressing bad faith actions. A few weeks ago, we held a webinar on this Bill outlining its impact on rental housing operations and had the pleasure of hosting the Hon. Doug Downey, Attorney General of Ontario. More LTB adjudicators have recently been appointed and should begin to conduct hearings by the end of September. At the beginning of August, the Advocacy Centre for Tenants Ontario (ACTO) filed an urgent motion at the Ontario Superior Court requesting a stay of the July order reinstating residential evictions which were suspended in March. FRPO quickly retained legal representation to oppose ACTO's application and with the support of GTAA and a few other landlord representatives, we asked the Court to dismiss ACTO's urgent motion and the Court agreed. ACTO has filed an appeal which FRPO will continue to oppose as this continues through the legal process. We continue to advocate with the Ministry of Housing on a variety of topics including rent collection, implementation of Bill 197 provisions, and many other issues affecting our members. As I write this article, the Ontario government has announced its intention to set the 2021 rent guideline at zero. FRPO strongly opposes this decision and renews our call for government to develop a program to address rent arrears accumulated by residents during the pandemic. Our industry has been doing its part but eliminating 1.5% across the rent roll next year jeopardizes our ability to continue supporting those residents who need help, and creates uncertainty for those looking to build. FRPO will be addressing our concerns with government in the coming days and we will keep you updated. It is important that members continue to share rent collection data with us through our monthly surveys, so I encourage you to participate so we can continue to provide government with good information regarding what we are experiencing.

If you have any other questions or concerns, or are looking to become more involved, please reach out to us. Until next time, stay safe. 🍀



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UPCOMING INDUSTRY EVENTS

SEP
23

2020 RESIDENTIAL TENANCIES ACT WEBINARS (RESCHEDULED DATES) Sep 23-Oct 8, 2020 | 10:00am-12:00pm

We are pleased to announce the rescheduled dates for our annual Residential Tenancies Act seminars. These events will take place in two parts and in a virtual format to ensure the health and safety of our attendees. We have revised the seminar materials to include several COVID-19 related topics as well as an update on the LTB and Bill 184. All sessions are presented by legal experts and will highlight a variety of important items to assist our members in navigating the RTA as well as providing best practices and an overview of recent case law decisions. Attendees will be provided electronic seminar materials in advance of their session.

SESSION DATES

Please Note: These sessions are normally held as half day events with (3) one hour sessions. In order to better facilitate virtual sessions, we have broken them into two webinars. All registrations will automatically include the Case Law Session taking place on October 8th. If you are not able to attend that date, the session recording will be provided to you to view at your convenience.

Previously Registered Attendees:

Those who had previously registered for the original schedule of events will be contacted by FRPO representatives earlier this summer to advise of your new session date. If you are not able to attend that date, we can switch you to another session or provide a refund. We will also be processing refunds for the difference in the registration fees. If you have any questions about your registration, please contact us at accounting@frpo.org. Thank you.

NOV
4

APARTMENTALIZE 2020 Nov 4- Nov 6, 2020 | 8:00am - 2:00pm Dallas, Texas

New Date. New Location! Apartmentalize has been rescheduled and we are headed to Dallas! We are excited to announce that this year's conference has been rescheduled to November 4-6, 2020 in conjunction with the 2020 NAA Assembly of Delegates meeting. Our main goal is to ensure a safe experience for all event attendees. Event details will follow in the coming weeks, but you can continue to expect top-notch educational sessions, exciting keynote speakers and robust opportunities to network at Apartmentalize.

Whether you attend Apartmentalize in Dallas or online through APTvirtual, our first virtual experience, we are more resilient, more effective, more innovative and more connected than ever before! Apartmentalize in Dallas features everything you know and love, including the most recent safety measures. For an optimal at home or office experience, APTvirtual includes virtually all the same elements as Dallas spread across 5 1/2 days, with live and pre-recorded sessions, the virtual NAA Exposition and your chance for one-on-one appointments with industry experts.

Both events offer game changers, wellness labs, braindates, CEC credit opportunities and endless opportunities to network. Even if you can't join us in Dallas, we hope that you'll be able to join from wherever you are.

DEC
3

2020 MAC AWARDS GALA Dec 3, 2020 | 2:00pm

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 virtually in conjunction with Buildings Week and we look forward to sharing more details shortly with you. While we may not be able to celebrate together in person, we hope that you will join us as virtually. Stay tuned for further details.

DEC
2

BUILDINGS WEEK Nov 30-Dec 4, 2020 | 8:00am - 4:00pm Virtual Conference

The Buildings Show and BUILDEX Alberta are coming together to provide a national platform that virtually connects more than 70,000 design, construction and real estate professionals across Canada at Buildings Week, November 30 – December 4, 2020. Powered by Buildings Canada and Informa Connect, Buildings Week offers high quality content, targeted networking and new business opportunities, at your convenience.

The virtual event experience offers everything you have come to rely on from the face-to-face event, plus innovative features not possible from the in-person show. Attend interactive panel discussions, hear from industry thought leaders, discover leading product innovations, connect with old friends and much more. While the delivery has changed, the quality is the same!

JUL
19

2021 FRPO CHARITY GOLF CLASSIC Jul 19, 2021 | 11:00am-8:00pm Rattlesnake Point Golf Club, Milton


Join us for a day on the links at the annual FRPO Charity Golf Classic in support of Interval House. This event will take place at Rattlesnake Point Golf Club and is a great opportunity to network with others in the industry and raise funds for a great cause. Registration for this event will open in spring 2021. Stay tuned for more info.



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NEW RULES LIMIT USE OF CMHC MORTGAGE INSURANCE

A breakdown of CFAA's position

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



On May 28, CMHC announced a major change to the rules that apply to upward refinancings using CMHC mortgage insurance on multifamily properties of five units or more. The change sparked outcry among some rental housing providers. CMHC has since provided clarifications, which have reduced the level of concern. Despite the clarifications, CFAA believes the changes are still counter-productive to CMHC's goal of improving housing affordability.

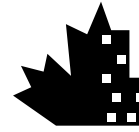
THE NEW MORTGAGE INSURANCE RULES

CMHC has ruled that upward insured refinancing proceeds may only be used for a permitted purpose in relation to residential housing in Canada. The permitted purposes include one or more of the following:

- Purchase;
- Construction;
- Capital repairs/improvements (including for increased energy efficiency and accessibility), and;
- Certain other uses permitted on a case-by-case basis (such as funding to deal with COVID-19 rent shortfalls).

No equity take-out or equity distributions are permitted from insured borrowed funds except from the initial insured financing of a newly constructed rental housing building. This applies to private owners and also to institutions such as pension plans who want to distribute capital to pay pensions. With the consent of an approved lender, equity take-outs can still be made using conventional (i.e. uninsured) borrowings, secured by second mortgages.

For the clarifications which have reduced the level of concern, visit www.cfaa-fcapi.org. The following chart lays out the reasons why CMHC believes the changes support housing affordability, but CFAA believes the changes work against housing affordability.



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CMHC STATEMENT	CFAA RESPONSE
Taking out equity is not a proper use of the CMHC (and government) guarantee.	The various CMHC mortgage products and rules, and the government's income and GST tax rules, provide the environment for investment decisions. The income tax rules favour home-ownership, and thus the benefit of mortgage insurance should not be assessed on its own, but rather in the context of the investment environment as a whole. In that context, support for rental housing is a suitable use of the CMHC (and government) guarantee.
CMHC's focus should be on direct measures to make housing more affordable, and not include helping rental providers to make more money.	<p>The mortgage insurance fees cover all of the government's costs and earn profit for CMHC. Since the insurance fees are the same regardless of the location of the property, the mortgage insurance program also assists in the provision of rental housing in geographic areas with a less certain economic future than the major centres.</p> <p>Indirect measures can be very effective, and the mortgage insurance guarantee is such a measure.</p>
<p>Allowing the mortgage insurance guarantee to apply to the withdrawal of equity lowers cap rates (by artificially reducing the cost of capital).</p> <p>Lower net cap rates bid up the price of rental housing assets, and work against affordability.</p>	An increase in the price (value) of rental housing draws in more investment, which results in a greater supply of rental housing, which works in favour of rental housing affordability.
<p>The recent surge in insured re-financings was resulting in increased debt levels in Canada's housing markets, and debt-fueled real estate/house price increases are harmful to housing affordability and rental market stability.</p> <p>The presence of more debt on a property means that the property is operated at a higher cost than if there were less debt on the property. Higher asset values and higher debt levels raise costs, and that raises rents.</p>	<p>When increased debt levels are the substitution of low-cost capital for high-cost capital (i.e. conventional funds or investment equity), as is the case here, that results in a reduction in the costs of investing in rental housing, which leads to more rental supply and lower rents.</p> <p>The effect of higher asset values is different in rental housing than it is in housing which is owner-occupied.</p>
More capital is needed in rental housing in Canada, and removing the subsidy on removing that capital is an effective way of retaining more capital in rental housing.	<p>The rule change will discourage the inflow of capital, and that may well result in less total capital in rental housing.</p> <p>The unintended consequences of several of the current draft rules will discourage investment in rental housing.</p>

SPECIFIC ROADBLOCKS TO RE-INVESTMENT

One specific way in which the new rule will interfere with new rental supply is the impact on transferring capital from an existing building to a newly constructed building. Now, much of the investment in new construction is organized by people who already hold rental housing investments. Those people often hold rental buildings with partners or with others in a joint venture (a "syndicate"). A number of people hold a building together. The number can easily be more than five, and is often as many as 20 or 30.

When a new opportunity comes along, many of the people in the partnership or syndicate want to invest in the new project, but often they do not all want to invest in it. Before May 28, 20 people may have all signed for an upward re-financing, and 15 of them put their equity take-out into a new building. Under the new rule, the whole upward re-financing may not take place, because it will be more costly.

Another disincentive to invest is the following. Buildings often require major repairs or benefit from energy upgrades (i.e. capital expenditures or "capex") at various points in time, which often do not correspond to a re-financing date. The new rule will undoubtedly affect how rental providers perform capex.

Under the pre-May 28 rule, owners did repairs at the optimal time: no sooner than the repairs were needed, but as soon as they were needed. Owners injected equity or borrowed money to fund the work, and then most owners took the equity back out or refinanced the debt at the next insured re-

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financing. With the new rule, some work may be advanced, but other work will be delayed. Both changes raise capital repairs costs over the life of the asset. The delay will interfere with building upgrading and modernization.

WHAT CFAA MEMBERS WOULD LIKE TO SEE

CFAA members would like to see changes to the new rules to allow the following as permitted uses of funds from insured upward re-financings:


1. Reimbursement for capex performed since the last re-financing;

2. Investment in rental housing when at least as much money is invested as is taken out, regardless of whether some of the money invested is invested by different people (to ameliorate the “syndicate problem”); and

3. The payment of principal amortization at other properties (to maintain leverage across a portfolio), or achieving more leverage (up to a limit such as 75% of market value).

PROVIDING INPUT

If the new rules concern you, you should communicate with your CMHC representative. Or use a google search to find a “CMHC Housing Solution Specialist – Multi-Unit”, who will ensure that your input is shared with the appropriate teams within CMHC.

Sending a copy of any submissions you make to CFAA would also be helpful. Please e-mail us at admin@cfaa-fcapi.org. 

FRPO is a founding member of the Canadian Federation of Apartment Associations, which has represented Canada’s rental housing providers at the federal level since 1995.

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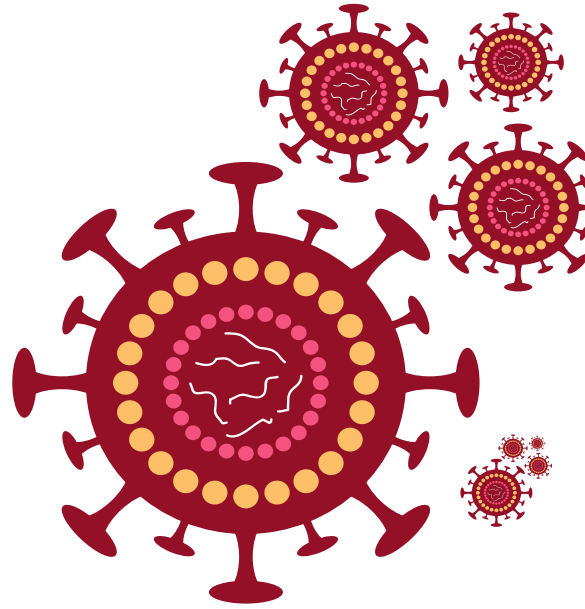
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COVID'S IMPACT ON RENTAL HOUSING

Finally, some relief ahead for landlords

BY ■ KRISTIN LEY, PARTNER, COHEN HIGHLEY LLP



2020 is definitely going down in history as a memorable one. COVID-19 has had a profound impact on the entire world. As we near the end of August, we continue to face restrictions and requirements in accessing services and carrying out normal activities of daily living. While the restrictions can be expected to continue for some time, we are well into the phased re-opening of Ontario. Many families with young children are celebrating the re-opening of schools in September, and landlords are celebrating the re-opening and resumption of services at the Superior Court of Justice and the Landlord Tenant Board.

On March 19, 2020, Chief Justice Morawetz issued an order that effectively placed a moratorium on residential evictions in Ontario. That Order was varied by Chief Justice Morawetz on July 6, 2020, allowing for the resumption of residential evictions beginning on August 4, 2020.

Since March 19, a number of small landlords have faced extraordinary financial hardship as a result of tenants not paying the monthly rent or even a portion of the rent owed. In other cases, landlords had already sustained months of unpaid rent before the COVID-19 pandemic and had only just received a termination order from the Landlord Tenant Board before the pandemic hit—of course, due to the moratorium, those orders could not be filed with the Sheriff for enforcement.

While it will be difficult for the hardest hit landlords to recover the losses sustained as a result of the pandemic, there is now an avenue for landlords to stop the arrears

from continuing to accrue and to carry out the evictions of those tenants who lost the legal right to occupy their rental units long ago, but for whom the pandemic afforded a windfall of sorts.

On July 30, 2020, the Landlord Tenant Board advised that it would be expanding its services in August (though all in-person service counters remain closed). The Board intends to continue hearing urgent applications involving serious and ongoing issues (i.e. health and safety, illegal acts) and will begin scheduling the hearing of non-urgent applications starting in mid-August. As well, any eviction orders that were pending prior to the March 19, 2020 will now issue.

Importantly, as of August 4, 2020, landlords who have eviction orders in hand may now file those with the Sheriff for enforcement.

Many will recall that the Landlord Tenant Board and Tribunals Ontario, in

general, had faced much criticism long before the pandemic for not having enough adjudicators to address matters before it in an efficient and cost-effective manner. As Tribunals Ontario was preparing for its gradual re-opening to pre-COVID-19 services, the Executive Chair, Sean Weir, reported that Tribunals Ontario was expecting to have a full complement of adjudicators at the Landlord Tenant Board by September—this will hopefully mean they will be in a position to handle the anticipated demand (which is significant) and move matters forward in an expeditious manner. While in-person hearings are still weeks and maybe months off, the Landlord Tenant Board is expected to begin scheduling hearings to take place via video conference; indeed, some landlords and tenants have already started to receive such hearing notices.

Given that the Landlord Tenant Board is again processing eviction applications, those landlords who held off on filing an L1 (arrears application) during the shutdown would be well-advised to begin that process and “get in line”.

The recovery from COVID-19 is sure to be slow, but with the Landlord Tenant Board and court processes gradually re-opening, there should be some relief for those landlords facing particularly dire circumstances arising from the double whammy of unpaid rent and the lengthy moratorium on evictions. ■

CFAA RENTAL HOUSING AWARDS 2020

Recognizing the best in the industry

BY ■ ANDREA WONG, ADMINISTRATIVE COORDINATOR, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS



Despite the COVID-19 crisis having forced large, in-person events to be cancelled, the CFAA Awards Program 2020 proceeded with a virtual presentation. On June 25, CFAA President, John Dickie, announced the finalists and winners via Zoom. The presentation can be viewed at www.cfaa-fcapi.org.

RENTAL HOUSING PROVIDER OF THE YEAR

The Rental Housing Provider of the Year Award recognizes exceptional leadership through an action, exceptional practice or a dedicated initiative that has improved the standard of practice in the industry, strengthened or contributed to the community, reduced environmental impacts, or another exceptional achievement. For this year's awards, entrants were divided into two categories by size, namely over 7,500 rental units and under 7,500 rental units.

Rental Housing Provider of the Year — Over 7,500 Units

CFAA's judging panel said, "Skyline Living's Tenant Assistance Program provides financial assistance to residents if required, and in-house tenant advocacy services that assess tenants' specific needs and provide direction, resources, and support. Skyline demonstrates the positive effects housing providers can have on individuals by helping those who need it most."



Rental Housing Provider of the Year — Under 7,500 Units

Shiplake Properties' COVID-19 response program went above and beyond to help residents with rent, engage with virtual cooking shows and home fitness, and provide food gift cards and surprise food deliveries. During these challenging times, Shiplake demonstrates the good rental housing providers can do for residents and the community.



Rental Development of the Year — Low-Rise

Suites at Summerside by Skyline Living



Rental Development of the Year — High-Rise

CURVE at South Park by Southwest Properties



SUPPLIERS COUNCIL MEMBER OF THE YEAR

Wyse Meter Solutions was the recipient of Suppliers Council Member of the Year 2020. The judging panel picked the WYSE entry because of its long-term history of working with many partners in a way that will improve standards of practice in the industry, and reduce the environmental impacts of rental housing for many years to come.

NEW PRODUCT OR SERVICE OF THE YEAR

New Product or Service of the Year recognizes a supplier that has launched an innovative product or service that has proven very useful to rental housing providers.

The winner of New Product or Service of the Year 2020 was SuiteSpot Technology's Suite Turnover and Property Operations Software — COVID-19 Prevention Package. "SuiteSpot's COVID-19 Prevention Program is a comprehensive application for all those involved with multi-residential properties. It may potentially decrease liability and offers high cost saving. SuiteSpot conquered connectivity issues, and the program works on any device. The program has broad impact and great testimonials."

The other finalists, ChatManaging by National Efficiency Systems and Contactless Parcel Lockers by Snaile, were worthy contenders in the category. For more information on the finalists, please visit www.cfaa-fcapi.org.

In conclusion, CFAA thanks all applicants, sponsors, and presentation attendees who made CFAA Rental-Housing Awards Program 2020 such a success. We especially thank Yardi Canada Inc, Home Depot Canada and Canadian Tenant Inspection Services, our Awards Presentation Sponsors.

CFAA also thanks the judges, and everyone who applied for the CFAA Awards Program this year. For the complete list of winners, finalists, and the judges' comments, please visit www.cfaa-fcapi.org.

CFAA Rental Housing Awards — Other 2020 Winners



Renovation of the Year — Building or Exterior

Promontory Ridge Estates by MCC Legacy Trust

Renovation of the Year — Common Area

1475 Bloor Street by Starlight Investments

Renovation of the Year — Suite

40 Weldon Street by Killam Apartment REIT

Marketing Program Excellence of the Year

— Lease-Up or Pre-Lease Up

The Westminster by Wesgroup Properties

Marketing Program Excellence of the Year —

Company or General PR

#MyHollyburn by Hollyburn Properties Limited

Off-Site Employee of the Year

Seana Hall of CAPREIT

On-Site Employee of the Year

Khalil Parker of CAPREIT

Property Manager of the Year

Andrew Arrica of Hollyburn Properties

Ellen Gerow of Sifton Properties



MEETING OUR ENERGY EFFICIENCY GOALS

Strategic electrification set to transform the built environment

BY ■ STEVEN CORNELIUS, BUSINESS DEVELOPMENT REPRESENTATIVE, MITSUBISHI ELECTRIC SALES CANADA INC



Many Canadian communities have developed aggressive carbon reduction goals and have published their plans to get there. Achieving these goals by 2050, however, will require much more aggressive and proactive strategies beyond the standard energy efficiency and renewable energy push.

Enhanced energy efficiency and carbon-free electricity can reduce regional emissions by only about 40% by 2050—half the amount required to achieve the 80% goal. To meet our targets, we need to incorporate a third strategy: strategic electrification.

WHAT IS STRATEGIC ELECTRIFICATION?

Strategic electrification is a movement toward powering end users with electricity instead of fossil fuels in a way that increases energy efficiency and reduces pollution,

while lowering costs to customers and society. Also known as “beneficial electrification,” electricity comes from cleaner grids and renewable sources. Many experts say the movement will transform both the built environment and society’s modes of transportation.

Despite the enormity and complexity of its challenges, strategic electrification can’t be dismissed as niche or a distant possibility. The movement is happening now, driven by a mix of public and private entities on the local, provincial and national levels.

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THERE ARE ESTIMATED TO BE 405,000 ELECTRICALLY HEATED RESIDENTIAL UNITS IN ONTARIO. THERE IS CONSIDERABLE POTENTIAL IN RETROFITTING MOST OF THESE BUILDINGS TO A HIGHER EFFICIENCY STANDARD.”



Utilities, provinces, cities, government agencies and non-profits have published a steady stream of studies and reports on how strategic electrification is the best way to achieve aggressive carbon emission reduction goals. An example is the city of Mississauga's 2019 Net Zero Master Plan: Mississauga's Climate Future. The report contains an analysis of decarbonization pathways performed by Siemens Center for Urban Development. The analysis found that fully electrifying vehicles and building systems, would allow Canada's sixth largest city to achieve its set GHG reduction goals. Air-source heat pumps, powered by electricity, are the best-performing technology in terms of CO2 emissions reduction as well as air quality improvements. An adoption rate of 50% across residential and non-residential buildings, combined with 41% renewable fuels used in the electricity-generation mix provides over 2 million metric tons of GHG emissions savings as compared to the 2050 business as planned scenario.

These emissions savings can be attributed to fuel switching from natural gas to electricity for space and water heating. The assumption of replacing 50% of natural gas-based heaters with air-source electric heat pumps is in line with other municipal low-carbon scenarios necessary for achieving an 80% emissions reduction by 2050. Installing air-source electric heat pumps in 50% of the residential and commercial buildings could reduce GHG emissions by almost 30% as compared to the 2050 business as planned scenario.

ASHP technology consolidates heating and cooling into one all-electric, multi-zone system for offices, hotels, schools, multifamily buildings, indoor agriculture facilities and practically any commercial or residential application. An ASHP system consists of an outdoor unit and up to eight indoor units connected via refrigerant lines and a communications network. Each zone is conditioned by its own indoor unit and can have its own set point. Instead of burning fossil fuels, air source heat pumps provide heating to zones



by introducing ambient heat the outdoor unit extracts from the air. During cooling, air source heat pumps reverse this process as indoor units transfer heat from zones to the outdoor unit which then rejects the heat. Indoor units are available in ductless and ducted styles.

While energy efficiency is a key benefit of an ASHP systems, it's not a common discussion point among building occupants. Occupancy comfort is the benefit that residents will value most. It is still common in Canada for specifiers to select a gas-powered furnace or electric resistance for their heating system due to air-source heat pump derating at sub-freezing temperatures. Today, air-source ASHP systems use flash-injection technology in the compressor to offer unprecedented levels of capacity and efficiency at low outdoor ambient temperatures. This creates opportunities to replace electric resistance and fossil-fuel-burning equipment in more regions than before. For ex-ample, MR SLIM® ASHP systems with Hyper-Heating INVERTER® (H2i®) technology can provide up to 80% of heating capacity down to -25° FC and continuous heating at temperatures as low as -30° C.

The majority of savings occur during partial-load conditions as heat pump systems continually adjust capacity and energy consumption to precisely match each zone's

load. Also, while electric or gas-fired HVAC systems can't exceed a COP of 1, HEAT PUMP systems regularly achieve COPs of 3 and higher, meaning they can deliver much more heat than they consume in watts.

There are estimated to be 405,000 electrically heated residential units in Ontario. There is considerable potential in retrofitting most of these buildings to a higher efficiency standard. With this comes reduced electricity consumption and better occupancy comfort.

Thanks to federal leadership through the National Housing Strategy and complementary provincial and territorial programs, there is assistance with financing energy efficient retrofits. There are also firms that will finance through energy savings, which eliminates upfront capital costs for the building owner.

The energy reduction challenge is significant and complex, but the momentum has started to gain traction from both grass roots organizations and various levels of government. Legislation, building codes, financial incentives, product innovations and environmental advocacy encourage the transition to more efficient equipment and will continue to evolve. Heat pump systems are an example of how the smart, all-electric technologies of the future can enable society to enjoy improved com-fort while reducing both energy and carbon emissions. ■

THE THREE CATEGORIES OF WATER DAMAGE

Whether it's mild or severe, fast action is the best first step

BY ■ JIM MANDEVILLE, SR. PROJECT MANAGER, LARGE LOSS, NORTH AMERICA — FIRSTONSITE RESTORATION LTD.



Every building manager has experienced the dreaded, middle of the night phone call from a resident saying: "There is water in my apartment." But not all water damage was created equal. Much the same as renovations, water leaks can vary in severity—the more you know about the source of the loss, the better off you'll be in the long run.

Water that escapes from plumbing supply lines, leaky appliances or overflowing sinks and tubs are generally treated as Category 1 water losses. These losses involve water that, prior to escaping, was potable and contains little to no risk of pathogens or contaminants. For our middle of the night phone call scenario, this would be the best case. Category 1 losses can be resolved quickly with minimal disruption to occupants through immediate water removal and the installation of a professional drying system (with-in hours).

The next level includes water losses that originated from "dirtier sources" such as sprinkler lines, or Category 1 water that passed through multiple surfaces; it might be a leak that has gone unreported for a period of more than 24 hours. This Category 2 type of loss now carries some potential for pathogens as well as an enhanced risk of microbial growth.

Mitigating this type of loss requires a more complex drying system as well as removal of many porous building materials, specifically carpets and padding as well as cladding on insulated wall/ceiling assemblies. Unfortunately, in this scenario our simple water escape has turned into a bit more of a renovation project with longer recovery times and larger costs.

Category 3 water losses are defined by water that either originated from a "dirty" source or was once Category 1 or 2 water that was left unattended for more than 48 hours. The most common source of these losses is drain back-ups and toilet over-flows. This water is considered contaminated and carries

a high risk of pathogens and other bacteria. Water must be extracted, or sometimes pumped out, porous building materials removed (especially drywall), a complex drying system established, and all areas must be thoroughly cleaned and sanitized. Delaying in mitigating this type of water loss can create a major microbial risk. Unfortunately, in these types of losses major renovations and repairs are to be expected.

In these three scenarios we see that it is not the amount of water that separates water losses, but more often the source and location. Regardless of Category 1, 2 or 3 water losses, a strong expedient response to any water escape will always reduce risk and costs. ■

*Jim Mandeville is FirstOnSite's Senior Project Manager, Large Loss, North America. FirstOnSite is Canada's leader in disaster restoration for commercial properties, focused on **Prevention, Preparedness, Response, Mitigation and Recovery**. For more information please contact Nancy Moran at nancy.moran@firstonsite.ca or Brendan Murphy at bmurphy@firstonsite.ca.*



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TEAMING UP FOR A GOOD CAUSE

Supporting Interval House through the pandemic

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



*Restoring safety,
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Every July, FRPO members gather for the annual FRPO Charity Golf Classic held at Rattlesnake Point Golf Club in support of Interval House. Unfortunately, this year's tournament was cancelled due to COVID-19. This event helps to raise awareness about "Intimate Partner Violence" and much needed funds for the shelter. Over the past 11 years, FRPO and our membership have raised \$642,000 dollars for this important cause.

Interval House is the first centre for abused women and children in Canada. They are leaders in the campaign for women's empowerment, providing innovative, specialized services that help women survivors of intimate partner violence and their children transform their lives and break the cycle of abuse.

In Canada, service providers have observed increases over the past few weeks. For example, the Ontario Association of Interval and Transition Houses says 20 per cent of the 70 shelters it represents have had increased crisis calls, and some police services are noticing more domestic violence reports. Rates of gender-based violence were high in Canada, even before the pandemic: on average, every six days, a woman is killed by her intimate partner. One in 10 women is very or extremely concerned about the possibility of violence in the home, suggests a Statistics Canada survey about COVID-19.

Though our event did not take place this year, one

important tradition stayed the same. On July 20th, a special virtual presentation took place to announce FRPO's continued support of Interval House followed by an educational session on Intimate Partner Violence in rental housing. FRPO has proudly donated \$50,000 to the shelter to assist with COVID-19 related costs and ongoing support programs. In addition, Rogers Communications, Wyse Meter Solutions Inc. and Yardi Canada Ltd had a surprise for Interval House and each generously donated \$10,000 which will make a tremendous difference for the shelter.

"This magnanimous donation means the world to Interval House" said Lesley Ackrill, Executive Co-Director of Interval House. "Your support will help keep a roof over our heads, the lights on, food on our table, and counsellors ready to help 24 hours a day, 7 days a week, 365 days of the year! But even more than this incredible tangible help, for women and children fleeing abuse and violence in their own homes, it means that

“

INTERVAL HOUSE HAS CREATED A UNIQUE PROGRAM TO RESPOND TO INTIMATE PARTNER VIOLENCE DURING THESE TRYING TIMES. THEIR RESPONSE HAS BEEN MET WITH EMPATHY AND CLARITY. WE PROUDLY JOIN FRPO IN SUPPORTING INTERVAL HOUSE AND THE WORK THEY DO.”



– PETER ALTABELLI, VICE PRESIDENT AND GENERAL MANAGER, YARDI CANADA LTD.



they have a community who cares deeply about them. It's a community who believes them and will stand by them. This type of support gives them the courage to continue their journey to freedom. For this generosity, we will always be eternally grateful.”

“Thank you to everyone who tuned into this special presentation. Interval House is a designated essential service helping some of the most vulnerable women and children in the city. This has been a particularly difficult year and they have been faced with many new and unexpected

expenses in order to fulfil the requirements of PPE Provisions, sanitization measures etc. Now more than ever it is important we show our support and we are honoured to do our part and help. We truly value our relationship with Interval House and all the work that they do. We look forward to seeing you all at the 2021 Tournament!” said Tony Irwin, FRPO President and CEO. 📺

For more information or to donate, please visit www.intervalhouse.ca

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FOSTERING ADDITIONAL FUNDRAISING EFFORTS WAS IMPORTANT AND JUST SEEMED LIKE THE RIGHT THING TO DO. THE INTERVAL HOUSE TEAM FULFILLS A GREAT NEED WITHIN OUR COMMUNITIES. THE IMPACT OF C-19 HAS INCREASED THAT NEED PROFOUNDLY.”



– GREG STOKES, DIRECTOR OF SALES, ROGERS COMMUNICATIONS



“

INTERVAL HOUSE HAS RESPONDED TO THESE TRYING TIMES WITH CREATIVITY, COMPASSION AND CLARITY OF VISION. THROUGH OUR HELPING HOMES PROGRAM, WE ARE A LONG-TIME PARTNER OF THEIRS AND PROUDLY JOIN FRPO IN CONTINUING TO HELP TO PUT AN END TO INTIMATE PARTNER VIOLENCE.”



– PETER R.J. MILLS, CO-CEO, WYSE METER SOLUTIONS



CONNECTING IN THE NEW NORMAL

Now, virtual communication is more important than ever

BY ■ GREG STOKES, DIRECTOR OF SALES, ROGERS COMMUNICATIONS



Say goodbye to traditional house calls. Bid farewell to business as usual. COVID-19 has rewritten the rules for service professionals and challenged companies to pursue safer (and more creative) ways to serve their customers.

No doubt, these are challenging times for service providers of every stripe. This includes those in the telecommunications field who play a vital role in keeping Canadians connected and informed both now and in the post-pandemic days ahead.

"COVID-19 challenged our teams in a lot of ways when it first began," recalls Greg Stokes, Director of Sales at Rogers Communication in Toronto. "Our sales staff and technicians were used to knocking on doors, making home visits, or meeting face-to-face with clients. In some ways, you could argue that we were put to the test and therefore had to adapt and find innovative ways to continue to serve our customers."

When the pandemic hit, he adds, everything changed: "Suddenly, we couldn't do those in-person meetings or customer visits anymore. We had to stop and quickly re-think how we were going to keep our customers connected to all of the things that matter most while doing so safely and with the most effective service possible."

Certainly, new social distancing rules, health risks, and shifting guidelines have challenged organizations to deliver their typical levels of care in an environment that is anything but "typical." And like many reactive organizations, Rogers responds to the challenge with a mix of enhanced training, communication, and remote technology solutions.

"We had a 'self-install' program before the pandemic, and that has become essential to our service delivery strategy today. We made a few enhancements to this program to include contactless delivery which was needed given the current health situation,"

says Stokes, explaining, "Without the ability to enter the home, our field teams now rely on a live video assistant tool, which is sent to our customers via text message as a link. It allows our technicians to conduct video calls with customers over their mobile device and guide them remotely through installations or other service matters."

In addition to digital technologies, Rogers introduced advanced health and safety protocols to ensure staff handle equipment drop-offs (e.g., Ignite TV box, modems, etc.) safely and hygienically. Moreover, in cases where more direct client interactions were required, staff were outfitted with personal protective equipment (PPE), both for their safety and to put customers at ease.

"We rely a lot on virtual platforms right now. Our Pro on the Go service for wireless customers along with our Enhanced Self-Installation for home services offer remote set-up support. However, there are certain customer interactions that need to happen

face-to-face," says Stokes. "There are always people who aren't tech-savvy or don't have the ability to self-install. In those cases, we work with our field teams to find innovative ways to help those customers, whether it's enlisting a friend or family member to help us during those virtual communications or, in some cases, entering the home with full-body PPE gear."

A TEAM TRANSFORMATION

Pandemic education and communication are a top priority at Rogers. This includes training field and sales staff to ensure they're following social distancing and the most current pandemic protocols.

"That training has been given to everyone," insists Stokes. "From the top executives on down, our human resources and health & safety teams have done an admirable job of staying up-to-date on what's going on and communicating the different changes that need to happen as things evolve with regards to national and provincial guidelines."

The success of this training relies on accurate and timely information. To that end, Rogers leans on a network of public and private sector experts to stay current on COVID-19 risks and responses and pass that information down to every stakeholder.

"We already had an emphasis on team communication beforehand, but there was a shift when the pandemic hit," recalls Stokes. "More than ever, our CEO and Executive Leadership team is now working very closely with other industry partners and government officials to keep up with the changes and get that information out to our teams, sometimes on a weekly basis."

On top of this, Rogers conducts bi-weekly info sessions that invite staff to participate in virtual forums with Rogers's leadership and health and safety committee members. These sessions are streamed in real-time and allow attendees to table their questions and concerns with Rogers's leadership and healthcare professionals.

"Over the past few months, we've learned that the situation can change quickly. Because of this, there are times when key communications can't be drafted and sent out quickly enough to keep up," notes Stokes. "By hosting these weekly calls, though, we can reach out to the entire organization, answer questions

submitted and voted on by our teams, and keep everyone on the same page."

THE ROUTE AHEAD

The 2020 pandemic has altered the way organizations serve Canadians. Even when the crisis clears, many of the adapted safety guidelines and protocols will likely remain. Accommodating this "new normal" is key, but it requires a renewed focus on training, technology, and industry collaboration.

"At the end of the day, our goal is to ensure our teams have the guidance and resources they need to support their customers, especially during a time like this," says Stokes. "Now more than ever, Canadians rely on network connectivity to allow them to work from home, learn online and stay connected to the people and information they need. We've continually adjusted our strategies, strengthened our networks and continue to come up with different ways to deliver on our customer promises."

It hasn't been easy, he adds, "But we're always learning and adapting as a team and as an organization." ■

Greg Stokes is Director of Sales with Rogers Communications. For more information, visit www.about.rogers.com or call 1-888-764-3771.

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WEBINAR ROUND-UP

Highlights from our summer sessions



Sheryl Erenberg



Darren Henry

JUNE 5

LEASING IN THE PANDEMIC AND BEYOND

Speakers: Sheryl Erenberg, Sheryl Erenberg and Associates and Darren Henry, LeadManaging

In an effort to flatten the curve, property management companies had to make adjustments to the leasing process. Sheryl Erenberg provided best practices for leasing, video conferencing and transitioning to virtual tours. With a heavy reliance on technology to bridge the gap in a physically distanced world, Darren Henry highlighted a variety of platforms and criteria to select new technology to identify opportunities to improve leasing functions.



Joe Hoffer

JUNE 17

SUMMERTIME OPERATIONAL CHALLENGES

Sponsor: Cohen Highley LLP

Speaker: Joe Hoffer, Cohen Highley LLP



As the province began to re-open, the rental housing industry faced its next set of operational challenges. This session featured Joe Hoffer of Cohen Highley who provided a legal update on how to re-open your common areas safely, air conditioning policy restrictions and the processing of maintenance requests/notice of entry in the context of COVID-19. Joe also discussed construction challenges during a high-density shutdown and best practices.



Peter Mills



Kristin Ley

JUNE 23

THE FUTURE OF SUBMETERING

Sponsor: Wyse Meter Solutions Inc

Speakers: Peter Mills, Wyse Meter Solutions Inc and Kristin Ley, Cohen Highley LLP



Across Ontario, submetering's popularity has grown as developers and owners seek to improve their net operating income, while simultaneously answering residents' calls to live in environmentally sustainable buildings. Peter Mills of Wyse Meter Solutions provided a thorough overview of the basics of submetering, impact on consumption and resident experience as well as a sneak peek into the new wave of submetering technologies. Kristin Ley of Cohen Highley LLP discussed the regulatory landscape and legal best practices.



Peter Altobelli



Ruth Buckle



Dean Holmes



Tony Irwin

JULY 7

MULTIFAMILY TECH: ACCELERATING THE WAVE AND LEVELING THE PLAYING FIELD

Sponsor: Yardi Canada Ltd

Speakers: Peter Altobelli, Yardi Canada Ltd

Ruth Buckle, Killam Apartment REIT

Dean Holmes, Quadreal Property Group

Moderator: Tony Irwin, FRPO



This insightful panel discussion moderated by FRPO President & CEO, Tony Irwin highlighted operational considerations and best practices for a successful business recovery with a focus on technology. Our panelists shared their experiences as the pandemic evolved, lessons in crisis management and their predications on the state of rental housing as we settle into the 'new normal'.



Daniel Duhamel



Jeff Blunt

JULY 9

REDUCE UTILITY AND CAPITAL COSTS WITH INCENTIVE PROGRAMS

Sponsor: Enbridge Gas Inc.

Speakers: Daniel Duhamel and Jeff Blunt, both of Enbridge Gas Inc.



This complimentary webinar provided an overview of the Enbridge Gas energy conservation programs currently available for multi-family buildings in the commercial sector including affordable housing multi-unit residential buildings. Presenters Daniel Duhamel and Jeffrey Blunt highlighted solutions to help your building's current energy needs, feature incentives on energy efficient equipment upgrades and provide ideas to increase building efficiency and improve your bottom line.



**Honourable
Doug Downey**

JULY 30

BILL 184

Speakers: Honourable Doug Downey, Attorney General of Ontario and Martin Zarnett, Zarnett Law Professional Corporation

Bill 184, which amends the Residential Tenancies Act, passed third reading and was proclaimed into law on July 21st. Minister Downey provided an important update on the recently amended court order on residential evictions, the resumption of Landlord and Tenant Board operations, and innovative things the Ministry of the Attorney General is doing to bring about reform to Tribunals Ontario. Residential tenancy law practitioner, Martin Zarnett of the Zarnett Law Professional Corporation detailed the legislative changes while providing practical tips related to the changes set out in Bill 184.



Ted Whitehead



Deborah Cohen

AUGUST 6

PREPARING FOR THE FUTURE IN THE NEW NORMAL

Sponsor: Yardi Canada Ltd

Speakers: Ted Whitehead, FRPO and Deborah Cohen, PSN Solutions



The purpose of this webinar was to provide property managers and their staff, with a simplified planning process, utilizing a modified "Risk Mitigation" tool as a means to plan to safely re-open daily building operations for employees, residents, contractors, and the public while decreasing the potential for future spread of the COVID — 19 virus. Deborah Cohen of PSN Solutions and Ted Whitehead outlined a six-step planning model for evaluating a variety of building operations that can be used to reduce hazards.



WORKPLACE RULES REVISITED

Common themes and challenges of reopening apartment properties

BY ■ TED WHITEHEAD, DIRECTOR OF CERTIFICATION, FRPO CRBP



As we emerge from the dog days of summer, the Ontario multi-res industry is busier than ever, thanks in no small part to the calamity created by COVID-19 virus. Five months have passed since we first entered the “crisis” mode and the multi-res industry was deemed an essential service. Crisis mode meant immediately adopting a number of new measures including distancing guidelines, implementing enhanced cleaning and sanitizing routines, and putting into effect a range of new procedures to help ensure the safety of staff and residents across Ontario communities. Let me acknowledge upfront and thank all frontline staff — from building managers, maintenance workers and cleaners, to leasing and other operations staff — for their efforts and dedication to ensuring the safety their residents. They truly made a difference!



Thanks to the disciplinary efforts of the vast majority of Ontarians, the COVID-19 curves are flattening nicely, and the province and municipalities are now issuing in a phased reopening of business and the economy. Conditioned to this are a set of public health guidelines that must be rigorously followed; we refer to them as the new workplace non-negotiables. Most certainly, you are all familiar with all of them by now so I will not list them extensively. As you might expect they include physical distancing, hand washing/hand sanitizing, use of protective masks, contact tracing, etc.

In early May, in anticipation of this reopening, FRPO launched “The Planning for the Future in the New Normal” Workshop, a title aptly selected to convey that life as we knew it in pre-COVID times would ultimately need to change. We contacted a diverse range of property managers from across Ontario to participate in this workshop, which included four areas of focus:

1. Protecting our Employees
2. Daily Building Operations
3. Resident Interactions
4. Building Systems and Mechanicals

Encompassing the new workplace non-negotiables, we sought information on perceived challenges multi-res property managers

would face, as well as suggested course of actions that could be taken to help ensure a safe living and working environment in the new normal.

We would like to share with readers the common themes and challenges that were identified by workshop participants to help property managers prepare for this new era of operations.

WORKSHOP #1 — PROTECTING OUR EMPLOYEES

This workshop’s findings deal with safety in the workplace. It focuses on the steps needed to help ensure front-line employees are protected, either by modifying their work environment or altering how the work itself is done. Employees in the multi-residential apartment sector have been deemed “essential workers” by the Province of Ontario. Ensuring their safety and the safety of apartment residents is critical. Here are some outtakes from our discussions:

- Protection of our employees from coming in contact with COVID-19 at the workplace must be a critical priority;
- We must seek to limit in-person interactions — employee to employee, employee to resident, employee to contractors, employee to general public;
- It is our responsibility to assure our employees that their workspace is safe;

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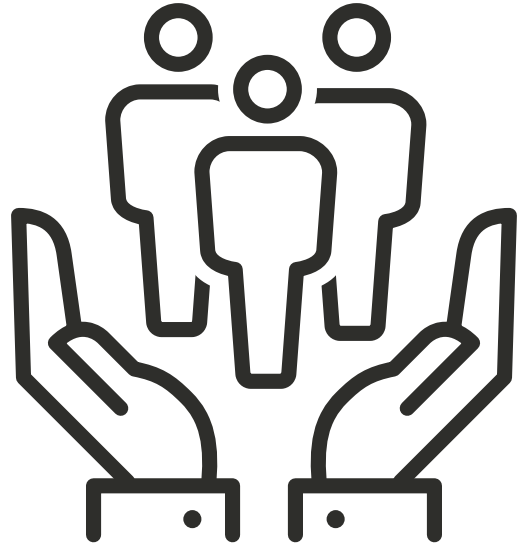
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“

WHEN IT IS NOT POSSIBLE TO MAINTAIN PHYSICAL DISTANCING REQUIREMENTS, THEN HELPING TO ENSURE PEOPLE ARE ISOLATED FROM DROPLET SPREAD IS AN IMPORTANT RISK MITIGATION STRATEGY.”



- We must train our employees by providing them with the knowledge and tools to adequately protect themselves during their workday;
- The cleaning/disinfecting of high-touch areas after employee usage must become a part of daily work activities;
- We must take all necessary reasonable precautions to prevent or limit the spread of the COVID-19 virus in our properties.

WORKSHOP #2 & #3 — DAILY BUILDING OPERATIONS & RESIDENT INTERACTIONS

These workshop findings address daily building operations and the major resident interactions that take place at our properties. Common goals that emerged from our discussions include:

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- Continuing to build trust and reduce fear by providing on-going assurances that we are doing what we can to prevent the spread of COVID-19;
- Striving to maintain high quality customer service levels while at the same time reducing the frequency of in-person interactions (between residents, potential residents and property management employees);
- Ensuring on-going and factually based communications with residents;
- Implementing more virtual and electronic means for communication and services. NOTE: It is recognized however, that not all individuals have access to or the ability to use virtual tools and hence alternative ways of delivering service will also be required;
- Physical distancing, on-going cleaning and sanitizing, promoting positive hygiene and the use of face coverings are beneficial for employees, contractors, as well as residents and should be incorporated into all building activities;
- Taking all necessary reasonable precautions to prevent and limit the spread of the COVID-19 virus at multi-res buildings.

WORKSHOP #4 – BUILDING SYSTEMS & MECHANICALS

This workshop's findings focus on building mechanicals and systems, and steps that can be taken to help ensure vital life safety, ventilation and other mechanical systems are maintained to support a safe environment for residents, staff and visitors. Challenges and themes observed include:

- Preventative maintenance is vital and takes on increased importance in a COVID-19 environment. NOTE: We do not want critical systems and mechanicals to break down due to lack of maintenance. We also do not want to limit the number and frequency of external contractors who need to enter the building;
- Maintaining maximum fresh air flow and reducing recirculated air within the building are key elements to a safe air supply;
- Work on key mechanical systems should be completed by licensed professionals/ contractors;
- All contractors must be held to at least the same "standard of care" as building staff, and must comply with the building's COVID-related protocols and procedures for cleaning and disinfecting work areas, hygiene, personal distancing and use of PPE;
- The cleaning/disinfecting of high-touch areas after contractor/ employee usage must now be a part of daily work activities;
- Verification must be available that acknowledges contractors have been trained on key aspects of COVID-19 and protocols for working in a manner that does not compromise the safety of staff and residents in the building.

We urge all FRPO members to access the full guide via FRPO's website, as it is the only document of its kind that has been specifically developed for the multi-res apartment industry.

Thank you to all those who made the Planning for the Future in the New Normal project a huge success for our industry. Without their knowledge, expertise, and willingness to openly share and collaborate, we would not have been able to successfully complete these workshops. For more information, please contact Ted Whitehead at twhitehead@frpo.org.

For more information, please contact Ted Whitehead, FRPO's Director of Certification at twhitehead@frpo.org.



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PEST-FREE TIPS AS AMENITIES REOPEN

Top spots to check in shared spaces that have been temporarily closed

BY ■ ALICE SINIA, PH.D., QUALITY ASSURANCE MANAGER, ORKIN CANADA





Multi-res property managers are carefully considering when and how to best reopen valuable apartment amenities that will help residents regain some sense of normalcy. At the same time, residents are continuing to spend more time at home than anywhere else, making these reopening decisions critical.



One reality to consider is that pests never rest — even during a global pandemic. If anything, pests are more active without the daily bustle of people moving around, leaving temporarily closed condo amenities vulnerable. Unused spaces make it even easier for pests to slip in unnoticed. Sheltering in place only brought about more potential pest attractants, like new sources of food, water and shelter.

Pests, such as rodents, cockroaches and flies, carry a wide range of pathogens, and while there's no evidence that pests can spread and transmit COVID-19, other viral and bacterial transmission risks still exist. Below are tips on which spots to check regularly and what to consider before you reopen shared spaces.

EXTERIOR, LANDSCAPING AND ROOFTOPS

Assess the landscaping surrounding the exterior of any buildings to address overgrown trees or shrubbery that make contact or provide access to the roof, since these plants function like ladders for pests seeking shelter. Note any cracks or gaps in the building's exterior, which should be sealed immediately. Don't forget to check the roof as well to ensure there are no leaks or cracks. While there, make sure ventilation systems and air conditioning units are operating and properly screened. On both the roof and the landscaped ground areas, be sure to check for burrows or even dens. Rodents and other wildlife can become bold with fewer people around and nest closer to buildings. Gnaw marks on door seals can also be a sign of rodents trying to get inside.

OFFICES AND SHARED EMPLOYEE SPACES

As employees return, ask them to look through any personal storage areas and make sure they do not see any evidence of pest damage or activity, such as rodent droppings or even a few stray ants. Check for food that may have gone overlooked within reception and management office spaces when employees left at the start of the pandemic—stored product pests could be in drawers or lockers. It is important to clean and disinfect these spaces where pests, especially rodents, could have roamed during closures.

CLUBROOMS AND FITNESS CENTRES

Using a flashlight and moving slowly, scan these areas for pest activity. Carefully examine electrical wires for bite marks from rodents. Check out storage containers and even machinery. Cockroaches love warm, dark spaces like plugged in, unused espresso makers. Similarly, gym equipment provides lots of crevices for pests to call home, so clean all equipment thoroughly. Spider webs are common in these quiet areas and should be removed and disinfected.

POOLS

Try to keep the surrounding area as dry as possible to limit the spread of moisture. Inspect equipment areas like nearby sheds, as storage areas like these are prone to pest activity. Also, if you offer towel collection containers, be sure to have someone empty them regularly, since the folds in moist towels are great pest hiding spots.

TRASH RECEPTACLES

With the increase in trash in residential buildings, rodents are taking notice — so be sure it is properly disposed of. Thoroughly inspect all

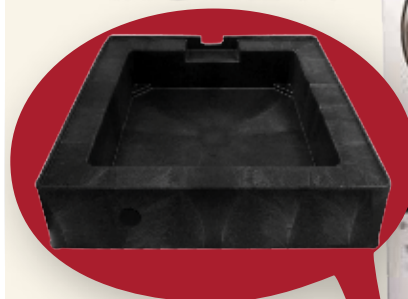
common area trash cans both indoors and outdoors to confirm they were empty throughout closures, noting they may have seen use from residents in the meantime. If waste bins had organic debris inside them during closures, they offer pests a buffet of food and a comfortable shelter. Bag, seal and remove any remaining contents from waste bins as soon as possible. Be sure to resume regular trash pickups if you reduced or paused them in certain areas due to temporary closures.

Making decisions about reopening common areas and amenities can be difficult, but pest management doesn't have to be. Using this checklist of areas that might have welcomed some unwanted guests during closures as a guide can help cross worrying about pests off your list. For consistent results, educate employees on pest prevention techniques and ensure you have a known procedure for reporting potential issues, such as ant or cockroach sightings and rodent droppings. While reopening spaces, have building staff keep a close eye out for these issues. 🏠

Alice Sinia, Ph.D. is quality assurance manager of regulatory/lab Services for Orkin Canada, focusing on government regulations pertaining to the pest control industry. For more information, email Alice Sinia at asinia@orkincanada.com or visit orkincanada.com.

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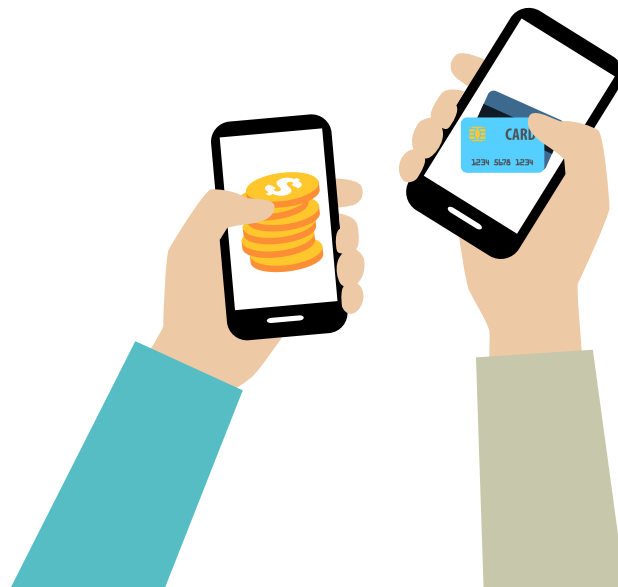
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LAUNDRY PAYMENT OPTIONS

Making the transition to cashless



BY ■ LSUSAN REYNOLDS, DIRECTOR OF MARKETING, COINAMATIC CANADA INC.

Whether you're looking to open a community laundry room or are debating on what payment options you should use for your vended laundry, it is important to make a decision that is right for both you and the residents living in your buildings.

Technology is rapidly changing our everyday lives, and there is a tremendous opportunity for property owners to stay on the forefront of new and emerging technology to ensure that the laundry experience is the best it can be. At the same time, we are experiencing a world-wide pandemic which has temporarily, but most likely permanently, reduced cash use as the general population has a reluctance to use coins or bills deemed unsanitary.

Emerging technologies combined with a pandemic have accelerated self-service in the payment arena, with a focus on creating technology-based solutions that provide touch-less alternatives and increased automation and self-service. Overall Covid-19 has highlighted a consumer preference for a more contact-free or touchless user experience when making payments.

COIN LAUNDRY: TRADITIONAL

Coin systems are easy to use, and easy for people to understand however the reluctance to handle coin and the inability to access or gather enough coin has become a hurdle for many. Areas with coin operated laundry are also experiencing increased vandalism and this is expected to continue while economies recover.

CARD SYSTEMS: IT'S WHAT PEOPLE ARE COMING TO EXPECT.

Card systems allow you to completely remove cash handling from the property. Cloud-enabled technology

captures data to track usage and can provide insights to help determine how best to equip, price, and maintain your facilities—ultimately leading to increased profitability. The card systems are easy to use, however there will be some people who are not comfortable using a common area reload centre shared by many.

PAYMENT APPS: THE NEW TREND.

Mobile apps using Bluetooth technology and a secure digital wallet make it possible for residents to pay for laundry using their phone—no quarters or cards required and no reason to have to visit a Reload Station. Users simply download the app, add funds electronically, see which washers and dryers are available, and swipe to pay allowing them a much more touch-less payment experience.

While app payment is easy and secure, there may be a small group of residents who may be still uneasy about using the new technology. However, the good thing about the app is that you can still offer the option of coin or card payments for those who prefer that method as mobile can be layered onto most coin or card systems.

As we look to 2021, Mobile should be at the centre of any payment strategy while continuing to provide payment choices that Canadians prefer and feel comfortable using. ■

For more information, visit www.coinamatic.com



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APPLIANCES & LAUNDRY SERVICES

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Palmark Construction
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Read Jones Christoffersen Ltd.
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Stephenson Engineering Limited
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Watershed Technologies Inc.
WSP
Wynspec Engineering

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Rogers Communications Inc.

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Parcel Pending
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Quality Allied Elevators

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ECNG Energy L.P.
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Enbridge Gas Distribution
EnerCare
Energysavings Inc.
InLight LED Solutions
KG Group
Lumenix
Metrosphere Light Corp
Mitsubishi Electric Canada
MultiLogic Energy Solutions Inc.
Nerva Energy
Novitherm Canada Inc.
Priority Submetering Solutions Inc.
Province Energy
Simply LED
Watershed Technologies Inc
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MCAP Financial Corporation
Peoples Trust Company
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Firetronics 2000 Inc.

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Crawford Compliance
LAWPRO
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Dharsee Professional Corp
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PARKING

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PEST MANAGEMENT

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Citron Hygiene
Orkin Canada
Pest Control Plus
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Ace Group of Companies
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Brada Construction Ltd.
Brook Restoration
The Byng Group
CanMar Contracting Limited
CDM Distribution Inc. - 4 Corners
Certified Building Systems
The Certified Group
Conterra Restoration Ltd.
Cranfield General Contracting
Cynergy Mechanical Ltd.
DBS Air
Dulux Paints
Edge Group Ltd.

ESW Building Services
Grieban 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
Major Air Systems
Maxim Group General Contracting
Melrose Paving Co. Ltd.
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.
Peerless Contract
Pure MG
Roma Restoration
Sage Built Ltd.
Sherwin-Williams Co.
Shnier Gesco LP
Sky Contracting Inc.
Solid General Contractors Inc.
Stone Fortress Inc.
Tac Mechanical Inc.
TORLYS Smart Floors Inc
Trace Electric
Traffix Inc.
Water Matrix Inc
Wynspec Engineering
ZGemi Inc.

PROPERTY MANAGEMENT SOFTWARE

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Reed Water
Yardi Systems Inc.

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Colliers International Toronto Ontario
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Primecorp Commercial Realty Inc.
Skyview Realty Ltd.
Stoncap Realty Partners Inc.
Sutton Group-Admiral Inc.
SVN Rock Advisors Inc.
Woburn Group

RENT PAYMENTS

Payquad Solutions

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Gatemaster Inc. - TenCheck
Locnest Holding Inc.
Naborly
Rent Check Credit Bureau

TENANT SERVICES

Canadian Tenant Inspection
Services Ltd.
UR Concierge Services Inc.

TRAINING & EDUCATION

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