

MARCH/APRIL 2021



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RENTAL INDUSTRY NEWS 

PROMOTING EQUALITY & INCLUSION
RENTAL HOUSING ADVOCACY UPDATE
THE LATEST DATA FROM CMHC
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RENTAL INDUSTRY NEWS



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TO BRIGHTER DAYS

COVID-19 restrictions are back in full force, but hope is on the horizon



TONY IRWIN
President & CEO
FRPO

Spring has sprung, and the warmer weather has arrived after what seems like a very long winter. As Ontario endures a province-wide state of emergency and stay-at-home order for the month of April, we must try to remind ourselves to stay positive during this time and continue to be diligent in the fight against the pandemic.

Many of you have taken important steps to support your employees by offering professional development training, counselling, and expanding on services related to mental health. Those efforts are even more imperative today, as we weather this third wave. Small gestures can have a big impact, and there is always something we can do to help others.

I feel it is important whenever the opportunity strikes to recognize all the hard work you have done, and continue to do, to keep your residents safe and your buildings clean and sanitized. I know things haven't been easy, but our industry has continued to be responsive and agile in the face of ever-changing circumstances due to this pandemic.

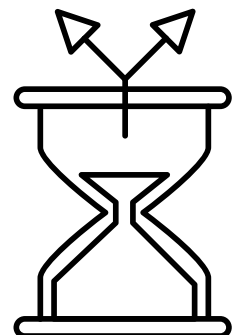
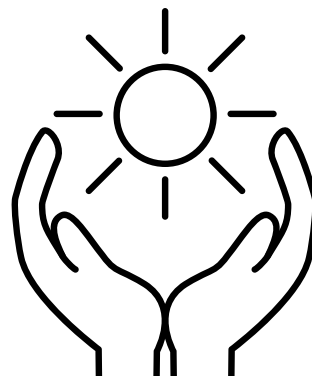
As we are constantly evolving, FRPO staff have been busier than ever. On March 8th we held a Webinar in honour of International Women's Day. This session featured gender equality champion, Wanda Deschamps, who shared her thoughts and expertise on advocating for achieving gender balance. In a year marked by crisis and uncertainty, we are at a crossroads, and the choices we make today will have consequences on gender equality for years to come.

April 7th marked the start of our RTA Webinar series. These annual sessions explored the impact COVID-19 has had on building operations, tenant services and related changes at the Landlord and Tenant Board. On April 21st, I was joined by my colleagues, Asquith Allen, Director of Policy & Regulatory Affairs, and Ted Whitehead, Director of Certification, as we participated in a session at SpringFest's virtual conference discussing operational and business challenges for rental housing providers across the province.

Meanwhile, we continue our work on the "Let's Build Ontario" Campaign and are currently running an initiative around the Landlord Tenant Board to educate the public with the facts around how the LTB functions. We are developing other messages as we go forward to counter misinformation and create a better understanding of how rental housing works in the province. To date, more than 2,100 Ontarians have joined our campaign and we look forward to reaching even more over the coming months.

I encourage you to reach out to myself or any FRPO staff member at any time, if you have any feedback, questions or concerns.


Until next time, take care and stay safe! 🙏



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UPCOMING INDUSTRY EVENTS

APRIL
22

CFAA VIRTUAL RENTAL HOUSING CONFERENCE 2021

April 22 - June 17 / 2021

3:00pm-4:00pm
Held Online

CFAA is excited to announce CFAA Virtual Rental Housing Conference 2021. Due to the ongoing COVID-19 situation, CFAA will not be holding an in-person conference in Spring 2021 as we normally would. Instead, CFAA will hold a virtual conference. CFAA Virtual Conference 2021 will consist of education sessions, networking events, awards presentations, and a tradeshow with virtual booths.

Education Sessions include: May 13, Operations Roundtable; May 27, Property Management Software: front line and back office; June 10, Utility Metering for ESG; and June 17, a hot, current issue. Registration is now open!

MAY
12

ENERGY INCENTIVE PROGRAMS WEBINAR

May 12, 2021 / 10:00am-11:00am
Webinar

Have you wondered how much energy your building is wasting? In this session, the speakers will provide an overview of Enbridge Gas' Energy Efficiency Programs for commercial and multi-family buildings. Learn from recent case studies and discover solutions that are designed to offset capital upgrade costs, reduce energy consumption and improve your bottom line. Join us for this valuable session sponsored by Enbridge Gas to find out more.

JUNE
1

INCLUSIVITY AND DIVERSITY WEBINAR SERIES

June 1 - June 28, 2021

11:00am
Held Online

Throughout the month of June, FRPO will host a series of educational webinars focused on Anti-Racism, Diversity and Inclusion. The face of the world we live and work in is changing, and staying in step with these changes is of paramount importance to the communities we serve, our industry and society as a whole. As rental housing providers, we play an important role in providing safe, secure and equitable housing to people of all backgrounds.

THREE PART SERIES

Module 1 – What is Diversity and Why Should I Embrace it?

Tuesday, June 1st 10:00am – 11:15am

Module 2 – Exclusion vs Inclusion: Where Do I Stand?

Tuesday, June 15th 10:00am – 11:15am

Module 3 – Anti-Racism In Action

Monday, June 28th 10:00am – 11:15am

The registration fee for FRPO members is \$60 per person (plus HST) which includes all three sessions facilitated by Renée Charles. Please visit the FRPO events page for more details.

JUNE
8

INTRODUCTION TO DIVERSITY & INCLUSION

FRPO is also offering a one hour standalone version "Introduction to Diversity & Inclusion". This one hour session is a condensed version of our three-part series and is geared towards frontline or customer facing roles such as on-site staff. Should you or your team prefer a more comprehensive approach, we would recommend participating in our 3 part series. We are all unique in our own way and the differences that exist amongst us can connect

us, or they can create a significant divide. In this webinar you will explore:

1. What is diversity and why is it important?
2. Factors that contribute to exclusion.
3. Strategies for demonstrating Allyship.

Session Dates:

Tuesday, June 8th 3:00pm – 4:15pm

OR

Thursday, June 24th 1:00pm – 2:15pm

Registration Fees:

FRPO Members: \$25 per person plus HST

SEPT
13

2021 FRPO CHARITY GOLF CLASSIC

Sep 13, 2021 / 1:30pm to 8:00pm

Rattlesnake Point Golf Club, Milton

The FRPO Charity Golf Classic scheduled for Monday, July 20th at Rattlesnake Point Golf Club in support of Interval House has been cancelled for 2020 due to COVID-19. This event will now take place on Monday, September 13th at the Country Club. This is an ideal opportunity to network with others in the industry, enjoy a fun day out with your team and raise funds for Interval House. Registration for this event will open this summer. Stay tuned for more info.

DEC
1

THE BUILDINGS SHOW

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

Metro Toronto Convention Centre

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THE LONG AND WINDING ROAD

FRPO's advocacy efforts throughout the COVID-19 crisis

BY ■ TONY IRWIN, PRESIDENT & CEO FRPO



When Ontario Premier Doug Ford declared a state of emergency on March 17, 2020, Ontarians were fearful and uncertain of what was to come. Rental housing providers responded promptly by reassuring their residents that their homes were not in jeopardy and communicated their commitment to working as a team to get through this difficult time. They began securing PPE, enhancing cleaning protocols, handing out gift cards, and organizing grocery and medication deliveries for elderly residents. FRPO members didn't stop there—to assist their residents further they started offering payment plans, rent deferrals and suspended rent increases before either were mandated by government later in the summer.



At FRPO, we immediately reached out the Ministry of Municipal Affairs & Housing to begin what would become almost daily interactions during the first few months of the crisis. In April, I sent a letter to Minister Clark to express my concern regarding some residents' ability to pay rent and suggested the government consider a rent assistance program for those most vulnerable and impacted by the pandemic. The introduction of the Canada Emergency Response Benefit on April 6 and its successor the Canada Recovery Benefit by the federal government has provided considerable relief and helped many residents continue to pay their rent during the subsequent lockdowns.

However, based on data collected from FRPO members, there are still some residents who are unable to pay their rent, which has resulted in significantly greater rent arrears than pre-COVID levels. In addition to revenue shortfall due to unpaid rent, our industry has been affected by the shutdown of the Landlord & Tenant Board, suspension of eviction enforcement, and an unexpected rent freeze announced last August. In addition, some markets have experienced increased vacancy and downward pressure on rents, which impact building operations. While we have been more fortunate than some other industries, the pandemic has certainly made an impression on us all.

FRPO continues to engage with members to get a better understanding of how the pandemic is impacting your ability to provide safe and secure rental housing for your residents, which helps us determine our advocacy priorities as vaccine rollouts continue, and we all look toward economic recovery. When the rent freeze was announced, FRPO successfully advocated for it to be a temporary emergency measure that requires legislative approval to be extended. FRPO effectively opposed a legal challenge last summer to extend the eviction moratorium and urged government to keep the LTB open for hearings and orders earlier this year when enforcement of evictions was paused. We know keeping the LTB open is important for access to justice and FRPO will continue to oppose any actions that would suspend LTB operations or enforcement of LTB orders. We also oppose a further rent freeze; and are advocating for front line staff to be administered vaccinations during Phase 2 of the rollout.

For those who build rental housing, this remains a FRPO priority going forward. With the expected return of international students and immigration, supply pressures will once again demonstrate the need for more purpose-built rental development. FRPO will continue to promote policy measures that prioritize more supply by reducing development approval times and providing greater certainty in the process.

FRPO is committed to continuing to be a trusted voice with government, and a strong advocate for rental-housing providers at Queen's Park. We welcome member feedback and encourage you to reach out to us. 📞

REDUCE HEATING COSTS

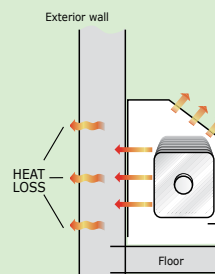
and improve your tenants' comfort



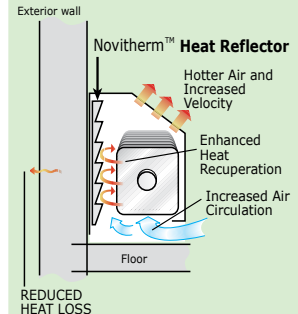
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PROMOTING EQUALITY & INCLUSION IN OUR SECTOR

CFAA's new equity, diversity and inclusion committee

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



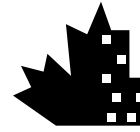
In a time when racial injustice is under a spotlight, it is crucial for the rental housing industry to address the rental experience of racialized and marginalized members of the community through the lens of equity.

CFAA has established an Equity, Diversity and Inclusion Committee to seek to achieve progress on those issues in Canada's rental housing industry. Besides the moral rightness of that position, the Committee's work and CFAA actions may help to forestall unjustified moves against the interests within the rental housing industry, and to support the advancement of justified changes.

CFAA, FRPO and all CFAA-member associations have long stood for compliance with the human rights laws by all rental housing providers. But now, people and companies are being called on to contribute more actively toward embracing

diversity, and promoting equity and inclusion for everyone in Canada.

There are three main areas which seem to drive the current push, namely unconscious bias, micro-aggressions and addressing historical wrongs. Recent academic research has identified that all (or almost all) of us have unconscious biases. Unconscious attitudes, beliefs and perspectives, about people who are different from us, are often so deeply rooted that we don't even know they exist. That makes it difficult to recognize when they are affecting our decisions and leaking out into our interpersonal interactions.



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Another issue driving a desire for more action is the desire to stop micro-aggressions. Examples of micro-aggressions include:

- telling a racialized member of the community that their English is perfect; or
- not making eye contact with a woman, when speaking to a man and a woman together.

ADDRESSING HISTORICAL WRONGS

The human rights rules seek to eliminate discrimination by stereotypes. The Ontario

Human Rights Code identifies grounds under which people experience discrimination, such as race and religion. In screening tenants, rental housing providers have been taught to ignore race or religion, to seek to ensure we are not assuming negative factors about racialized or marginalized people. However, under human rights law, we are entitled to look at individual rental histories, and screen out individuals who have a history of defaulting

on their rent or of disturbing neighbours through excess noise.

Some progressive housing advocates have suggested that the human rights laws should be reformed so that landlords would be required to accept applicants for tenancies on a first-come-first-served basis without screening for their history of rent payment, and possibly without any screening at all. ■■

To learn more, attend the panel discussion CFAA will hold on equity, diversity and inclusion on June 3 from 3:00 to 4:30 pm EDT, as part of CFAA Virtual Rental Housing Conference 2021. Register at www.cfaa-fcapi.org.

CMHC'S PLANNED SURVEY

At some point in the next few months, CMHC plans to conduct a survey of rental housing providers to seek to gauge what impact racial issues have on landlords' operations.

That survey will probably address current practices in managing tenant behaviour, and the steps that are taken which lead to evictions.

Watch for more information in the next issue of Fair Exchange, in National Outlook inside RHB Magazine, or in CFAA's e-Newsletters.

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CHOOSE TO CHALLENGE

FRPO's International Women's Day Webinar

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

"We can all choose to challenge and call out gender bias and inequality. We can all choose to seek out and celebrate women's achievements. Collectively, we can all help create an inclusive world. From challenge comes change, so let's all choose to challenge."

March 8th recognized International Women's Day and this year, FRPO was proud to support this important day with a webinar highlighting the disproportionate impact of COVID-19 on women. The 2021 theme was #ChooseToChallenge, and our well-attended session, presented by Absolute Ventilation, featured gender equity champion, Wanda Deschamps. Wanda is the founder and principal of Liberty Co and catalyst behind the #women4women collective focused on gender equality through supporting other women. In December 2020, she was included in the Charity Report's list of exceptional women.

The webinar explored the pandemic's devastating effects on working women and why gender equality matters in our COVID-19 recovery. Since the onset of the health crisis, women have experienced higher job losses than men as many are employed in some of the hardest hit sectors such as of retail, travel, hospitality and other service industries. In addition to severe job losses, women have grappled with unpaid care responsibilities, which has led to a high number of women exiting the work force. We have also seen an alarming increase in rates of intimate partner violence throughout lockdowns and stay-at-home orders.

The pandemic has further intensified the inequalities that existed prior to the health crisis, and left unchecked, these have the potential to set women's progress back by decades. The situation is even more grave for members of marginalized communities including Black women, Indigenous women, women living with disabilities, lesbian, bisexual, trans and non-binary people and more. To mitigate and help improve the overall position of women as an outcome of COVID-19, organizations, political leaders and community groups must take an active role in supporting women and creating conditions for success.

EMPLOYING AN "INCLUSIVE LENS"

In her presentation, Wanda highlighted several organizations that are committed to addressing the gendered impacts of COVID including the Canadian Women's Foundation, the Prosperity Project and the YWCA. We encourage all member organizations to look inward to see how your company can support gender equality in your corporate ecosystem and rental communities. As we look towards post-pandemic economic recovery, it is important that we address barriers and employ an inclusive lens to ensure that we do not derail the progress that has been made. Gender equality is not just a women's issue. It affects us all. Together, we can all #choosetochallenge.

Thank you to Absolute Ventilation for its generous support, and also to Lincoln Construction Group, Skyline Group of

Companies and Wyse Meter Solutions for their supporting sponsorships. We are pleased to announce that this event raised \$5,000 for Interval House, which will directly benefit their "Building Economic Self Sufficiency" Program. Thank you to everyone who attended, and we look forward to hosting another in 2021.

DID YOU KNOW...

- Women remain highly concentrated in professional roles that put them on the front lines of both health care and jobs considered essential services during the COVID-19 pandemic.
- The three industries with the highest ratio of women versus men in Canada are health care and social assistance (82.4 per cent), educational services (69.3 per cent), and accommodation and food services (58.5 per cent) reports Statistics Canada.
- Prior to the pandemic, full-time working women made about \$0.87 cents for every dollar that men made, and that gap was even wider for women belonging to marginalized groups. According to the Canadian Women's Foundation, Indigenous women make \$0.65 for every dollar, women living with a disability earn \$0.54, racialized women make \$0.67, and women new to Canada make \$0.71 compared to men who are also new to Canada.

WHAT CAN ORGANIZATIONS DO?

- Create a culture that does not tolerate gender bias. Address unconscious bias and gendered stereotypes.
- Learn more about the issues facing women in your workplace and adapt or develop new policies to support them.
- Ensure women are involved in key decisions and leadership positions.
- Invest in women-focused employee groups and resources.
- Create advancement and educational opportunities for women at all levels.
- Conduct independent salary reviews and employ corrective measures where necessary.
- Support working parents.
- Get men involved – research shows that when men are included in gender equity initiatives, progress is achieved three times faster.
- Use your voice.

RESOURCES:

Canadian Women's Foundation – <https://canadianwomen.org>
The Prosperity Project – www.canadianprosperityproject.ca
YWCA – www.ywcacanada.ca



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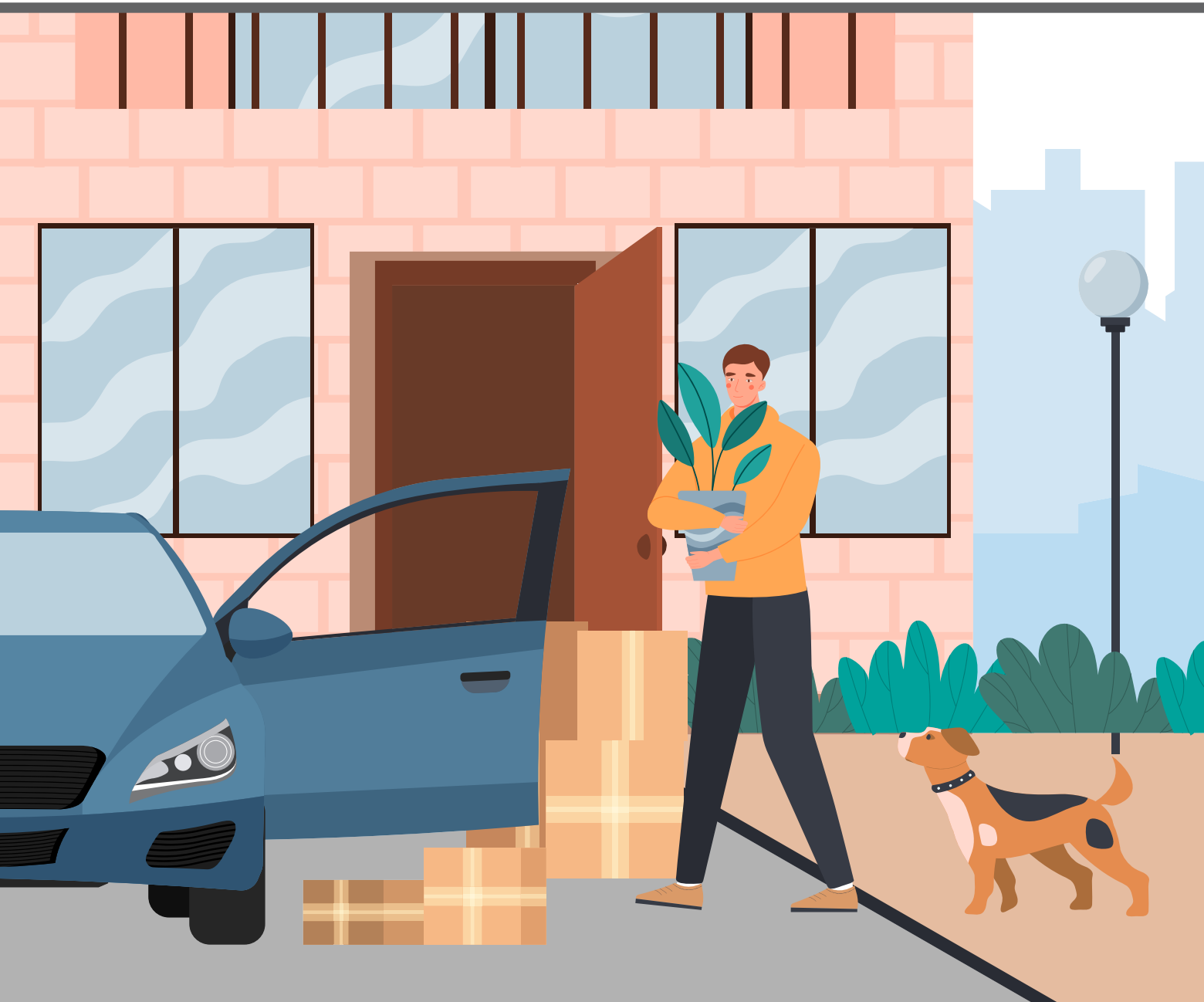
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CANADA'S HOUSING MARKET

Exploring the latest data from CMHC

BY ■ DANA SENAGAMA, PRINCIPAL MARKET ANALYST, CMHC



Sustained housing price increases still outpacing the recovery in fundamental factors, such as labour income, means Canada's national housing market remains moderately vulnerable, with more pronounced vulnerabilities in large cities and smaller centres.

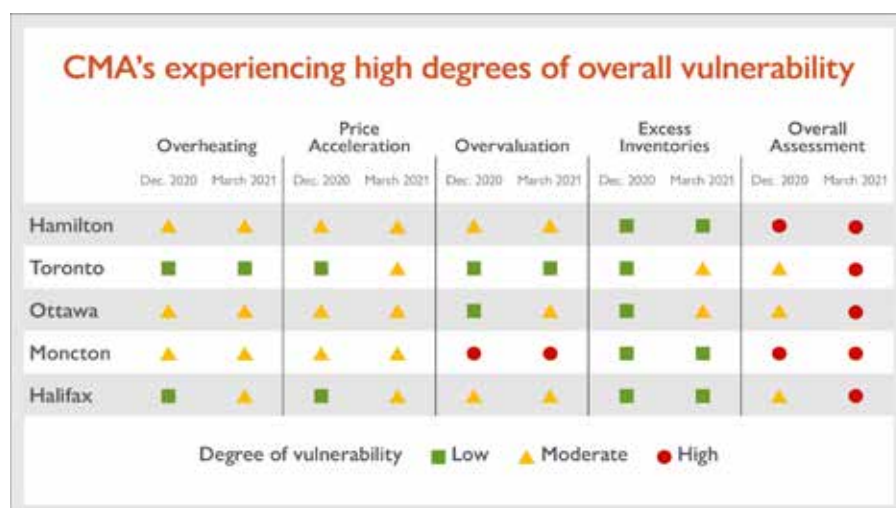
"The impacts of the ongoing pandemic continued to influence Canada's housing markets in the fourth quarter of 2020," said Bob Dugan, CMHC's chief economist. "Strong housing market activity and price appreciation contributed to the emergence of new imbalances in some markets, or contributed to the worsening of existing imbalances in already vulnerable markets."

CMHC's current Housing Market Analysis (HMA) is based on preliminary data up to the fourth quarter of 2020, and market intelligence up to February 2021 at the national level and detailed results for 15 CMAs. Imbalances of concern include an increase in the number of CMAs displaying evidence of overheating, price acceleration and overvaluation. Housing markets across the country continued to experience elevated sales in the fourth quarter while new listings remained low.

The impacts of the ongoing pandemic continued to influence housing market conditions in Canada in the fourth quarter of 2020. Indicators of economic activity and labour market conditions showed signs of resilience and recovery in the fourth quarter, despite the renewal of stringent containment measures across many provinces aimed at mitigating the second wave of the virus.

Statistics Canada's preliminary estimates point to an increase in real GDP of 1.9% in the fourth quarter while the estimate for 2020, as a whole, indicates a decline of 5.1%. The annual contraction in real GDP was driven by the initial impacts of the pandemic. Overall, despite strong growth in the second half of 2020, employment in Canada remained below its pre-pandemic level at the end of that year. Pronounced weakness in employment persisted in industries more impacted by pandemic health and safety measures, namely, accommodation and food services, air transportation, and tourism.

Sales remained elevated relative to new listings in several regions. There is now evidence of overheating at the national level. Sustained price growth contributed to the emergence or persistence of price



acceleration and overvaluation imbalances in some markets, particularly in Eastern Canada. Among the three largest metropolitan areas, the degree of overall vulnerability of the housing market in Toronto moved to high while it remained moderate in Montréal and Vancouver.

Conditions in the rental market following the onset of the pandemic diverged from that of the homeownership market. According to CMHC data from October 2020, the purpose-built rental apartment vacancy rate in Canada increased to 3.2%, compared to 2.2% in the same period in

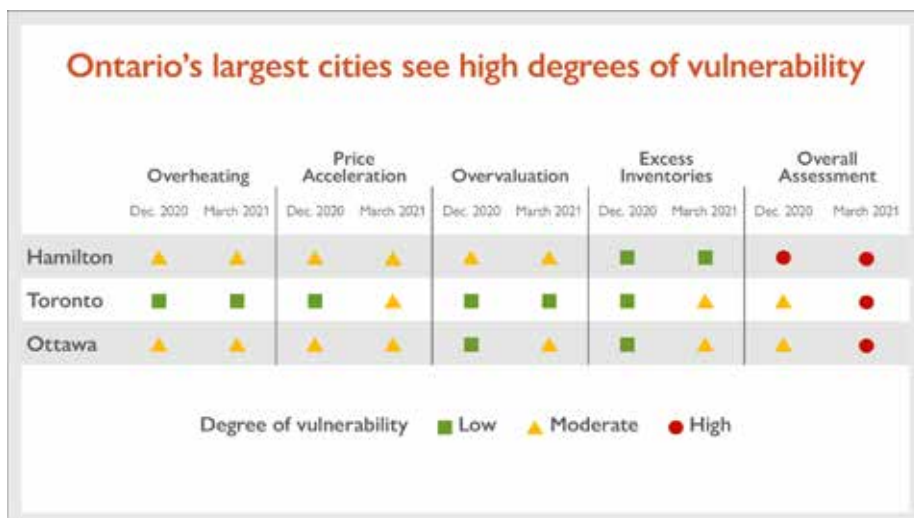
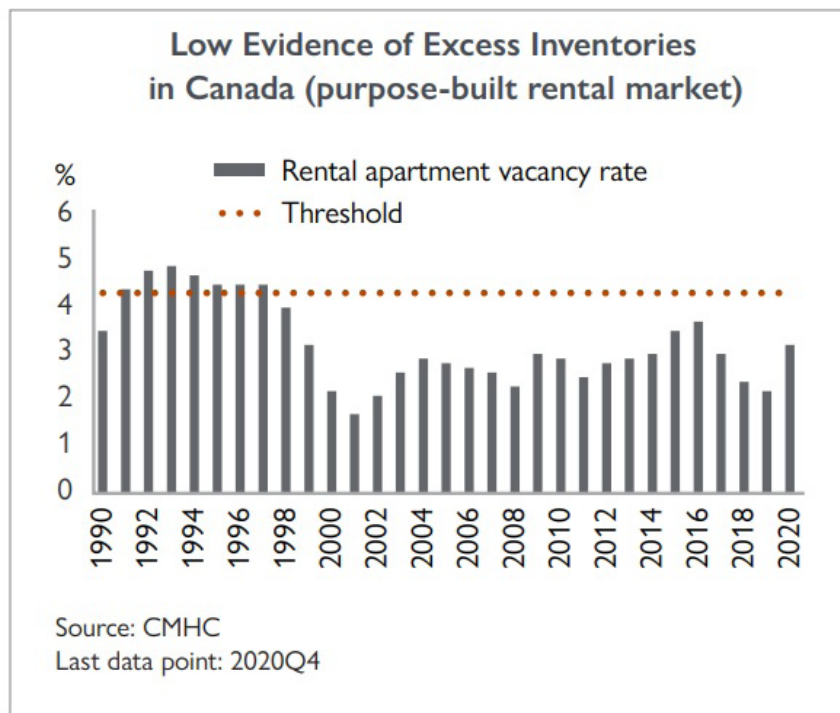


2019. Typical sources of rental demand had been disrupted in 2020.

Most notably, international migration into Canada was weaker and the net number of non-permanent residents entering the country had become negative. Overall, despite the national purpose-built rental apartment vacancy rate increasing in 2020, it remained below the critical threshold for excess inventories in the rental market. However, the impact of the pandemic on rental market conditions varied significantly across the country and, therefore, ratings for excess inventories differed across CMAs.

HIGHLIGHTS:

- The Toronto and Ottawa housing markets moved from moderate to high degrees of vulnerability. Price acceleration in Toronto and overvaluation in Ottawa were factors in driving the rating change. As Hamilton was already showing a high degree of vulnerability in our last HMA, the three largest Census Metropolitan Areas (CMAs) in Ontario are all now rated with a high degree of vulnerability.
- Vancouver's housing market vulnerability remained moderate. However, Vancouver saw the quarterly pace of sales return to levels not seen since 2017, leading to significant price increases. Also, with significant downward pressure on rental demand amid the pandemic and high vacancy rates in newer rental units with high rents, Vancouver has moderate evidence of excess inventories.
- In Montréal, the degree of overall vulnerability in the housing market remained moderate. However, the quarterly pace of sales set new records. This caused significant price appreciation in Montréal, meaning the emergence of overvaluation imbalances must be closely monitored.
- Due to increased evidence of both overheating and price acceleration, the Halifax housing market is now rated at a high degree of vulnerability. The Moncton housing market maintains a high degree of vulnerability driven by persistent overvaluation.
- Calgary is now rated with high evidence of excess inventories, while Edmonton moved from low to moderate evidence of



overvaluation. Overall, the housing markets in both of Alberta's largest CMAs moved to a moderate degree of vulnerability.

- The Victoria housing market remains at a moderate degree of vulnerability, while Saskatoon, Regina, Winnipeg, Quebec, and St. John's show an overall rating of low vulnerability.

The HMA is an analytical framework intended to detect evidence of current or emerging

imbalances across housing markets in Canada. The HMA considers four key factors: overheating, price acceleration, overvaluation and excess inventories. As the number of intense and persistent signals of imbalances increases, the degree of vulnerability of the housing market becomes higher.

CMHC contributes to market stability by providing information on imbalances affecting housing markets. The HMA assesses whether the housing system places Canada's financial stability at risk. ■■

Dana Senagama is CMHC's Principal Market Analyst responsible for the GTA and Ontario Region.

An Essential Review

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A MISSION LIKE NO OTHER

Greenwin gives new meaning to “door-to-door” service

BY ■ JESSICA GREEN, DIRECTOR, PARTNERSHIPS GREENWIN CORP



The day our Greenwin Cares team committed to bringing door-to-door vaccines to our residents in Toronto's Black Creek Community was something I'll never forget. Despite looming corporate deadlines and a site staff just trying to do their day-to-day jobs in a particularly chaotic time, we knew it wasn't something we could walk away from.

The comfort of our cropped Zoom frames wasn't enough to mask the anxiety that comes with diving head first into uncharted territory. It wasn't that we weren't thrilled at the prospect of doing the right thing, it was more the unprecedented nature of undertaking such a huge endeavour, with equally high stakes, from a property management perspective. Our teams know our buildings inside and out. They know the age of every boiler; they know every inspection requirement; they know the status of every service request; they know the personalities of every tenant. But vaccines – where do those fall under the PMA?

The pandemic has presented us all with extraordinary challenges; challenges even more pronounced among those in vulnerable and underserved communities. For many in these communities, working from home isn't an option, physical distancing is a challenge, and taking a day off of work to wait in line

for a vaccine, however life-saving it may be, is a luxury they simply cannot afford. The numbers back this up; despite having some of the highest rates of COVID-19 in the city, as of the beginning of April, the Jane and Finch neighbourhood was reporting the lowest vaccination rates in Toronto.

In the face of these dire circumstances, the recent rollout of Ontario's hot spot strategy was met with much hope and enthusiasm. After all, what could be the downside of getting vaccines straight to the areas where they're needed the most? But, as with every new frontier in this pandemic, the path to innovation is often met with growing pains. As pop-up hot spot clinics struggle to scale, the devastating impact of the pandemic prevails, particularly in the M3N postal code, where access to vaccines is lagging behind wealthier areas.

On a mission to change that, public health units, community health organizations and local hospitals have been hard at work to bridge the gap. Already faced with strained resources in the midst of the pandemic, these organizations desperately need the support of anyone who can lend it. When Greenwin was approached to help facilitate a pop-up clinic at 5, 10 and 25 San Romanoway – part of a catchment that has one of the highest

rates of COVID-19, with 8.12 cases per 100 people, according to data from the Institute for Clinical Evaluative Sciences – we knew we had to step up.

On April 20 and 21, amidst the chaos and uncertainty of the vaccine rollout, close to 2,000 residents of 5, 10 and 25 San Romanoway, alongside those who live and work in the surrounding community, were vaccinated in just two days. The process could not have been further removed from what you see on the news; it was the picture of efficiency and humanity, with Humber River Hospital nurses personally allaying any anxieties those receiving the vaccine were experiencing, right at their suite doorway. By all accounts the clinic was an astounding success, in no small part due to the collaborative efforts of Greenwin, Humber River Hospital, Black Creek Community Health Centre (BCHC), the San Romanoway Revitalization Association (SRRA), and the landlords of the two buildings neighbouring 25 San Romanoway, RPMS and Dove Square Property Management.

The two-day clinic was a true testament to the fact that strong communication and partnerships – among the community and private sector – can have a powerful impact. In the weeks leading up to the clinic, our team,



“

BY HAVING QUALIFIED HEALTH CARE PROFESSIONALS VACCINATING PEOPLE RIGHT IN THEIR DOORWAYS, WE HOPE THAT WE ALLEVIATED SOME OF THE ANXIETY AND MISTRUST AROUND THE ROLL-OUT.”



headed by Lily Wong, Director, Greenwin Cares, led a large-scale information campaign to educate and solicit registrations. Championed by community ambassadors, including seniors and teens, outreach included calling each unit, going door-to-door, handing out flyers, putting up posters, and having an information and registration desk in the lobby of each building.

The fact is, although COVID-19 does affect us all, it does not affect us all equally. Not everyone can make it to a vaccination clinic; many people will stand in line for hours, missing work and other engagements, only to be told that there's no supply. For other marginalized groups, vaccine anxiety is a real and historically valid concern that can contribute to hesitancy. Recognizing these barriers and taking steps to reduce them in the vulnerable communities we serve is the only path forward we see. As a landlord, we have a duty to provide safe, comfortable homes for our residents. This private clinic brought new meaning to that mandate.

“By having qualified health care professionals vaccinating people right in their doorways, we hope that we alleviated some of the anxiety and mistrust around the roll-out,” said Wong. “We believe this initiative was successful in achieving what it set out to do, which was reducing barriers to access and providing a renewed sense of hope in this community.”

As I watched the Humber River Hospital nurses, BCCHC volunteers and community ambassadors interact with residents, this renewed sense of hope was palpable. Anxiety was treated with remarkable empathy, with each person being given the time and



attention required to educate them about the vaccine and alleviate their fears. Even with that personal level of care, they got through three high-rise buildings in just two days.

At one point, I stepped into the 25 San Romanoway management office to take a Zoom call. As I huddled in the corner on my phone, I watched as a stream of tenants came in one by one, requesting a vaccine.

While the majority of residents pre-registered for their vaccine, some initially declined. However, after seeing their neighbours go through the process, trust was increasing and minds were changing. One such resident, who asked to be referred to as Mike, explained how terrified he was leading up to this moment. As the nurse pulled the needle from his arm, the

smile in his eyes said it all. "That's it?" he asked. "I'm going to tell all our friends in the building to do it!"

The Greenwin team is looking forward to collaborating with Humber River Hospital and BCCHC again in the coming weeks - supply permitting - to expand reach in some of the high-priority neighbourhoods where we operate and beyond. ■■

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THE RIGHT SOLUTION FOR YOU

Upgrade to a property management software that fits your portfolio needs

BY ■ WAYNE TUCK, SENIOR DIRECTOR, RESIDENTIAL, YARDI CANADA LTD.



Residential property managers in Canada face an altered landscape as the industry and the rest of the economy emerge from the pandemic. Although relief over the lifting of restrictions will be universal, some themed consequences of the pandemic are likely here to stay, such as the growing popularity of technology-driven user experiences and the efficiency and economy realized through digital transformation of business process.

For example, according to a multi-res survey conducted in 2020 by Informa Canada, 43% of prospective renters find their properties online, while 73% of renters pay their rent electronically. A similar percentage of renters also prefer communicating with their landlords electronically.

With regard to property management software, many building owners and operators were already adopting new solutions capable of automating business processes associated with accounting, property management and ancillary operations in a single connected solution. This was often driven by the knowledge that several of their real estate competitors were also looking to uncover opportunities to add real value in providing a higher level of service to staff, residents and other stakeholders. The pandemic has simply accelerated changes that were in motion.

UNDERSTANDING YOUR BUSINESS NEEDS AND OBJECTIVES

The trend for digital transformation will continue post-pandemic, as will the challenges associated with taking on – or even recognizing the need for – new technology. The first, most basic step is for the organization to affirm and prioritize what it seeks to accomplish as a business, in the short term and the long term, and determine how new software solutions will add value. This starts with clear objectives and related measurable expectations, such as increased tenant satisfaction, higher-margin, faster processing times for transactions and approvals, or lower overhead costs, to name a few.

Once these objectives are defined and the decision to upgrade is made, the process of discovering and obtaining the right software solution follows. It's advisable to seek dependable advice at this stage. Fortunately, multiple resources are available for consultation, including peers who are recent adopters of new technology and industry associations such as CFAA, FRPO, HDAA and GTAA. Bringing in the IT team as a strategic partner to help match the organization's goals to the technology available in the marketplace is also of paramount importance, to ensure alignment with the existing environment.

CHOOSING THE RIGHT TECHNOLOGY PARTNER

When narrowing the search for solution providers, key criteria include a strong record of success, a history of innovation, real estate experience, scalability, cloud security, user support and capacity to sustain a long-term technology partnership. Most of all, you'll want a provider that is stable, grows its business, exhibits values that align with yours and has demonstrated excellence in Client support. Meeting these criteria will minimize the risk of linking your business to a provider that may get acquired by another business, discontinue the product you're using, or cease its operations or support.

When it comes to the software solution specifically, a large real estate organization will tend to benefit from a software that meets a complex array of needs such as management of multiple assets, intricate ownership structures and international portfolios. Smaller organizations, meanwhile, will want assurance that they'll get the high-touch service they need so they can maintain their focus on growing and developing the business. Organizations of all sizes should also consider the merits of adopting a provider that offers cloud hosting, which avoids costs associated with infrastructure, security and upgrades. Scalability is another crucial consideration. You'll be best served by a core software platform that can easily incorporate new mobile-enabled solutions as your portfolio expands and new business needs emerge.

Other key points about property management software solutions to be addressed during the discovery phase include:

- The duration and potential disruption of the implementation process.
- The degree of visibility the solution provides into operational and financial transactions for all stakeholders, from tenants and building engineers to executives and investors.
- The provider's understanding of the industry and emerging issues. If, for example, part of your portfolio falls within the city of Ottawa, does the software support compliance with the new Rental Housing Property Management by-law, due to come into effect this coming August? (If I may indulge in an aside

comment, I'm proud that at the outset of COVID-19, my employer, Yardi Systems, created a deferral payment solution for residential landlords within six weeks.)

Gaining a full understanding of these issues will increase your chance of securing a property management software solution that maximizes efficiency, mitigates risk, creates transparency and makes the residential housing process easier for all involved.

CREATING AND EXECUTING ON A VIABLE PLAN

The next step is to create a viable plan to implement the solution you have chosen. This also involves evaluating organizational readiness and capacity to digest change. Introducing new technology can provide significant benefits; however, it doesn't come without some effort and may require changes to long-standing business process or practice. If the organization is constrained and not in a position to dedicate resources to a project, engaging an experienced implementation partner or consultant might be a good approach. Again, choosing a software or implementation partner with a long-standing track record for successful implementations is an excellent way to mitigate risks associated with upgrading an enterprise system.

AN ONGOING COMMITMENT TO YOUR NEEDS

The right software solution and partner can help you compete successfully for quality residents, provide convenient services that optimize occupancy and revenue, satisfy your partners and investors, and focus your energies on your core business rather than tending to spreadsheets and other cumbersome manual tasks. They can also help you stay current with innovation in the industry.

The word partner is key in this regard. There are many software vendors out there, but very few who have the capability, capacity and reach to engage with you on a level that will enable you to do more—not just immediately, but for years to come. ■

Wayne Tuck is the Senior Director, Residential at Yardi Canada Ltd.



<https://www.y>

HIDING IN THE SHADOWS

Bed bugs will return when normal life resumes

BY ■ SIMON LEITH, PRESIDENT, HOMEPRO PEST CONTROL

After living with the pandemic for over a year, it's clear that COVID has not only altered our day-to-day lives but actually created a fundamental shift in human behaviour. We have been forced to change the way we live—from social distancing, to learning and working from home.



On the positive side, restrictions have not only slowed the spread of coronavirus, but they have also reduced the spread of bed bugs. Long the scourge of multi-unit residential buildings, bed bug infestations have decreased dramatically over the past year. That's because bed bugs largely spread through human movement by hitching a ride on our clothes and belongings. Since humans are currently moving around less than ever, bed bug transmissions have dropped accordingly. With fewer people taking public transit, staying in hotels and visiting with friends and family, there are simply fewer opportunities for these pests to spread—which comes as welcome news for property managers and building owners.

That said, it would be naïve to declare mission accomplished in the fight against bed bugs. While calls and sightings are

down, these pests haven't disappeared completely. As we stay hunkered in our homes, bed bugs have been forced to do the same, hiding in dark spaces where they are extremely difficult to detect, such as cracks and crevices, walls, mattresses, box springs, bed frames and behind base boards. Making matters worse, these resilient creatures are capable of going months, and in some cases even up to a year, without feeding.

In other words, even if your building hasn't seen a bed bug lately, it doesn't mean the problem has necessarily gone away. While pest control has been considered an essential service, many tenants may have been reluctant to report pest issues since the lockdowns and cold weather made it more difficult

for them to vacate their homes for treatment.

REMAINING VIGILANT

When it comes to the overall decrease in bed bug reports then, no news isn't necessarily good news—and this is no time to become complacent. Given the ease with which these pests can move between apartments in multi-unit residential buildings, it doesn't take long for a small problem to turn into a serious one. Add in the fact that bed bug transmission is bound to increase as normal life resumes, it is crucial to remain vigilant in combating these pests.

You're not the only one who can't wait for things to get back to normal—and you can bet that once we return to our old ways, bed bugs will too. ■■

Simon Leith is the President of HomePro Pest Control, which specializes in servicing multi-unit residential buildings across Ontario.

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MITIGATING YOUR LOSSES

What to do when students walk out on their leases

BY ■ DAVID LYMAN, DICKIE & LYMAN, LAWYERS LLP

As a small landlord in a university town, many of you are facing a similar problem. Here is an example of that common scenario: In February 2020, you rented your single-family property to four students for a one-year term running May 1, 2020 through April 30, 2021 for \$2,400 per month. The students signed the Ontario standard lease, making it official. But then in March, everything changed and your new tenants told you in April that their in-person classes had been cancelled and therefore they would not be taking occupancy. You subsequently tried to rent the property, listing it on Kijiji and other listing services. You posted ads on and around campus, and then finally managed to rent it in November for one year beginning January 1, 2021. The rent was just \$2,000 per month—\$400 less than you'd originally planned.

You have sent repeated demands for your lost rent to the students and parents (who guaranteed the lease), but there is no hint that they plan to pay you anything. They say the pandemic was an Act of God, and the lease was frustrated.

WHAT ARE YOUR RIGHTS AND WHAT CAN YOU DO?

Your solution is to sue the four students and the parents who guaranteed the lease. Your damages (the money you were entitled to but lost) are probably a little over \$20,800. That is made up of the following:

- eight months rent at \$2,400 = \$19,200
- four months x \$400 = \$1,600.

You could also add the cost of the advertising you created to try to find new tenants. You can't successfully claim the reduction in the rent after April 2021, since the lease could



have been terminated then, and there was no guarantee what the market would look like at that point.

You will want to make your claim in Small Claims Court since the monetary limit is \$35,000. In fact, because the process is less complicated, less expensive and faster, a landlord would probably want to claim in Small Claims Court even if their claim was somewhat over the limit. In doing that, a person would “waive the excess” but avoid the risk of losing court costs if their claim was cut off at less than the Court’s monetary limit.

Under the current law, you are not allowed to claim against the tenants at the Landlord and Tenant Board (LTB), because they are not in possession of the rental unit. That is just as well because you cannot claim against the guarantors at the LTB, and you are better off to make one claim against everyone who is liable for your losses.

Last year, as part of the changes to the RTA that were introduced under Bill 184, the government announced that claims against former tenants were going to proceed before the Landlord and Tenant Board. However, that change has not yet come into force, and will only apply where the tenant vacated after it does.

For the amount of money involved, you may be better off to use a licensed para-legal rather than a lawyer. You can make the claim yourself, but there are several advantages to being represented. First, even in Small Claims Court the process is not that simple, and you don’t want to be wondering if you are doing things correctly. Second, being represented sends a signal that you are serious. Third, being represented means you get advice about the risks in your case.

The Small Claims Court is likely to reject the arguments that the pandemic was an Act of God, and the lease was frustrated. The main challenge you will probably face is the argument that you did not mitigate your damages enough, meaning you did not take the appropriate steps to reduce your losses. You got the property rented in November. Could you not have rented it earlier? When did you realize that the market rent had fallen? Were you trying to rent at \$2,400 (and failing), while other landlords were renting sooner at \$2,200 or \$2,000?

Those are issues of fact, and a para-legal will guide you in the evidence to gather to meet those arguments—or, if you prefer, the para-legal will gather the evidence (although you or another witness will have to present the evidence).

Note that the mitigation question is not all or nothing. If your case goes to trial, the judge might find that you should have dropped your advertised rent sooner, but you could not realistically have rented before July for a September 1 start date at \$2,000 per month. Based on that finding of fact, your losses would be a little over \$12,800. That would be made up of the following:

- four months rent at \$2,400 = \$9,600
- eight months rent at \$400 = \$3,200.

(The judge should add the cost of the advertising you did to try to find new tenants, or at least four months of it.)

That suggests that you may want to make one final communication to the students and the parents. You could set out your claim for a little over \$20,800. Then, in a separate letter, marked “without prejudice”, you could offer to take \$12,800 in final satisfaction of your claim. You could state that is a final offer, and give them three or four weeks to accept it. (You need to give them time, because they need to come to a common position since they are all liable for the whole amount, and need to share it out among themselves.)

In fact, you could get advice from a para-legal about your claim, and have them send the final demand and offer letters.

The moral in the story is that when tenants walk out on a lease, a landlord needs to mitigate vigorously, since that means you are out less money, and your claim for what you are out is stronger. ■■



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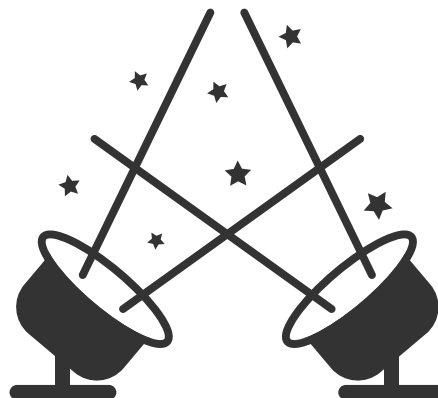
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Spring industry updates



Todd Myers

COINAMATIC CANADA INC.

Coinamatic Canada Inc. is pleased to announce the appointment of Todd Myers to the role of President effective January 4, 2021.

Todd is an accomplished executive with broad-based experience in the business-to-business services sector. With strong business and financial leadership skills, Todd has extensive experience in creating an environment of continuous improvement and employee involvement resulting in world class client satisfaction and business performance.

Prior to joining Coinamatic, Todd served as Vice President & General Manager of WESCO Energy Solutions (formerly Sylvania Energy Solutions), where he was President. Todd previously held the position of President of Chubb Edwards Canada and Vice President Service & Operations at Shred-it/SecureIT as well as holding other various senior management positions with Iron Mountain, Inc.

A graduate of Allegheny College in Meadville, Pennsylvania, Todd holds a Bachelor of Arts degree in political science. He has also completed both the Executive Leadership Program at the Darden School of Business and the Executive Program in Sales Management at the Schulich School of Business.

Originally from Buckingham, Pennsylvania, Todd has lived and worked in Canada for most of the last two decades. Married for 29 years, Todd enjoys spending time with his family, which includes two daughters who reside in Hamilton as well as two beloved family dogs. An avid golfer, Todd is looking forward to meeting and entertaining valued Clients on the links this season!

Todd's wealth of knowledge, experience, and leadership will be a great asset as he spearheads a company-wide Digital Transformation in this 75th anniversary year of Coinamatic. They are in the process of introducing the latest advancements in digital payment solutions, equipment and service technologies and on-line portals to bring real time information and support to our clients and their customers.



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UNIQUE WATER SUBMETERING RETROFIT SOLUTION GAINS TRACTION DURING PANDEMIC

The Wyse Renovation Water Retrofit program was a solution ahead of its time that arrived just in time for owners across Ontario.

Launched in 2019, the program was designed to save money and conserve water in multi-residential rental properties, where approximately 90% of water use occurs in-suite. Historically, due to the original design in these buildings, it has been technically and economically unattractive to retrofit for water submetering.

Then the pandemic struck, and suite renovations kicked into overdrive. That's when the Wyse program truly took off as it offered a perfect solution at a critical moment.

During the suite turnover renovation process, Wyse experts installed water meters within each suite. Once in, the meters record the exact water consumption for the individual suite and wirelessly send that data to a central collector in the building. Wyse billing servers receive that data daily for ongoing monthly resident billing and owner remittance services.

These simple, affordable measures added up to real savings for owners, adding up-to-\$1,000 per suite/per year in savings, boosting building value by up-to-\$33,000 per suite through increased net operating income.

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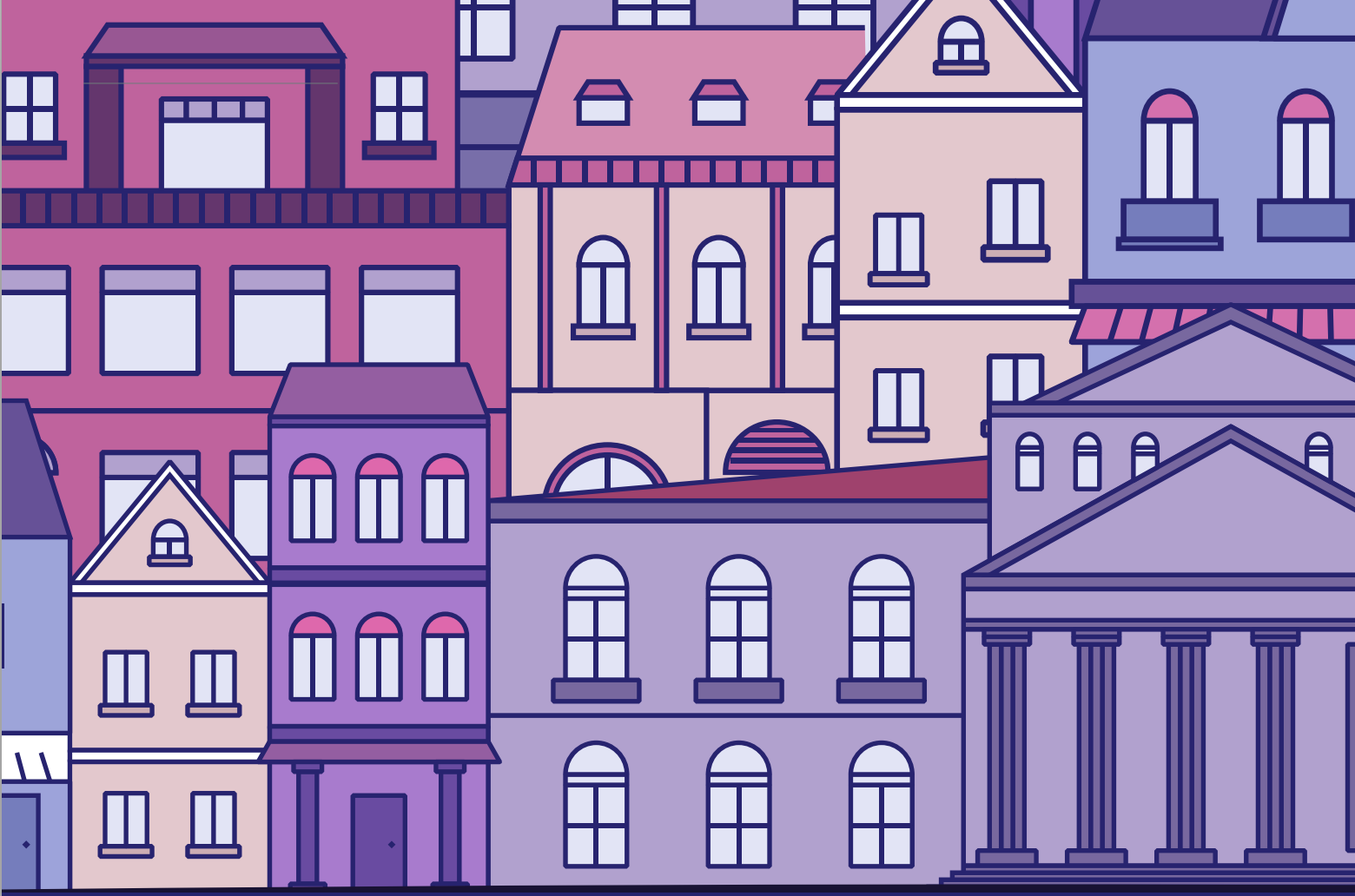


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A DEEPER LOOK AT MUNICIPAL LICENSING

Does licensing the industry really work?

BY ■ TED WHITEHEAD, DIRECTOR OF CERTIFICATION, FRPO CRBP



Buoyed by the perceived success of licensing programs like RentSafeTO, there is continued pressure from tenant advocacy groups and like-minded politicians to implement similar programs in other municipalities. Often touted as a successful model, many readers will no doubt recall when FRPO, the GTAA, and several members vigorously opposed the initiative in 2016. Regretfully, our efforts fell on deaf ears and the RentSafeTO program launched a year later.



RentSafeTO combines the requirements of a then newly created bylaw, "Municipal Code Chapter 354, Apartment Buildings", and the existing "Municipal Property Standards Bylaw 629." It is a registration and licensing program for purpose-built, multi-res apartment buildings of three-plus storeys and 10-plus units. Under this program, owners must pay an annual fee of \$11.25 per unit, per year. The new pricing for 2021 has not yet been announced at the time of writing this article.

The City of Toronto itself, as one of the largest of landlords in Canada, waived fees for social housing providers, including all of its own Toronto Community Housing Corporation buildings. This has resulted in burdening the private sector with the majority of costs for running the RentSafeTO bureaucracy. As a portion of these added costs end up being passed on to renters, the RentSafeTO program simply makes the affordability of rents in the city more expensive.

It has now been nearly four years since RentSafeTO was introduced and there is ample data that can be reviewed and analyzed to determine its effectiveness. The data below was extracted from City of Toronto's open-sharing data for the RentSafeTO program and the City's MLS data.



Here's what the latest RentSafe data tells us:

RentSafe Enrollment

Property Type	Number of Buildings	% of Buildings
Private Sector	2,894	83.6%
Social Housing	239	6.9%
TCHC	329	9.5%
Total	3,462	100%

In total 3,462 buildings of three storeys and 10 units or more registered in the program. The private sector makes up the largest segment with over 83% of the buildings.

RentSafe Registration Data by Age of Buildings & Property Type

The private sector has the oldest buildings in the RentSafeTO program with the bulk of them being built in 1950s, 60s, and 70s. The average year of construction was 1959. TCHC buildings are on average 17 years newer than private sector buildings (1976). In the past 40 years, only 406 purpose-built rentals were constructed, with the private sector having contributed only 106. It calls into question if continued over-regulation of the private multi-res industry is inhibiting growth of private sector purpose built rental housing.

	Private		Social Housing		TCHC		Total	
	#	%	#	%	#	%	#	% Total
Pre-1900	11	0.4%	3	1.4%	0	0%	14	0.4%
1900-1939	299	10.3%	11	4.6%	4	1.2%	314	9.1%
1940-1949	86	3.0%	2	0.8%	6	1.8%	94	2.7%
1950-1959	862	29.8%	12	5%	30	9.2%	904	26.1%
1960-1969	1,126	38.9%	7	3.3%	61	18.3%	1,194	34.5%
1970-1979	391	13.5%	13	5.4%	99	30.2%	503	14.5%
1980-1989	36	1.2%	60	25%	63	19.2%	159	4.6%
1990-1999	6	0.2%	102	42.5%	43	13.1%	151	4.4%
2000-2009	23	0.8%	18	7.5%	12	3.7%	53	1.5%
2010-2019	41	1.4%	9	3.7%	9	2.7%	97	1.7%
2020+	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No date	13	0.5%	2	0.8%	2	0.6%	17	0.5%
TOTAL	2,894	100%	239	100%	329	100%	3,462	100%
Average Year Building Built	1959		1984		1976		1962	



RentSafe Registration Data by Size & Property Type

	Private		Social Housing		TCHC		Total	
	#	%	#	%	#	%	#	% Total
Low Rise 5 storeys or less	1,634	56.5%	122	51.1%	101	30.7%	1857	53.6
Mid Rise 6-11 storeys	629	21.7%	89	37.2%	116	35.3%	834	24.1
High Rise 12+ storeys	627	21.6%	27	11.3%	111	33.7%	765	22.1
No data provided	4	0.1%	1	0.4%	1	0.3%	6	0.2%
TOTAL	2894	100%	239	100%	329	100%	3,462	100%

A look at the Toronto skyline gives the impression that Toronto is a city of high-rise buildings. In terms of condos this may be true, but the reality is, over half of the buildings registered in the RentSafeTO program are considered to be low-rise (five storeys or less). Only 22% of the total buildings are considered high-rises; however, they do provide just over half (55%) of the 315,379 apartment units covered in the program. TCHC has the highest portfolio proportion of high-rise buildings, while the private sector has the highest portfolio proportion of low-rise buildings.

RentSafe Data Evaluation Scoring Results by Property Type

The results show us that a total of 16% of private sector buildings and just under 19% of social housing buildings scored 86 or higher on their building evaluation. In comparison, only 5.3% of TCHC buildings had evaluation scores in the 86+ range. This very low score for the latter group is a bit surprising considering that average TCHC buildings are 17 years newer than private sector buildings. It is also worthy noting that TCHC buildings have the highest proportion of buildings scoring 65 or less on the RentSafeTO evaluation – a total of 17%. This compares to 8.4% for social housing buildings and 11.3%

	Private		Social Housing		TCHC		Total	
	#	%	#	%	#	%	#	%
50 & under	27	0.9%	0	0.0%	3	0.9%	30	0.9%
51-65	300	10.4%	20	8.4%	53	16.1%	373	10.8%
66-85	2,092	72.3%	174	72.8%	255	77.5%	2,521	79.0%
86+	462	16.0%	45	18.8%	17	5.2%	524	15.1%
Incomplete data	13	0.4%	0	0.0%	1	0.3%	14	0.4%
TOTAL	2,894	100%	239	100%	329	100%	3,462	100%
Average Score	76.3		77.6		71.4		75.9	

for private sector housing. As we will see later when we compare the scoring periods, perhaps exempting TCHC buildings from incurring the RentSafe fees actually acts as deterrent to raising the level of their scores.

RentSafeTO Data Evaluation Score by Building Size & Property Type

	Private		Social Housing		TCHC		Total	
	# Units	Score	# Units	Score	# Units	Score	# Units	Score
Low Rise 5 storeys or less	1,634	73.9	122	76.3	102	71.1	1,857	73.9
Mid Rise 6 to 11 storeys	629	78.5	89	79.6	116	71.9	834	77.7
High Rise 12 storeys or more	627	80.5	27	77.3	111	71.0	765	79.0
Incomplete Data	4		1		1		6	
TOTAL	2894	76.3	239	77.6	329	71.4	3,462	75.9
Residents	247,698		19,800		47,881		315,379	

The data analysis shows us that low-rise buildings have the lowest average evaluation scores, about 74% across all property types. On the other hand, high-rise building scores are significantly higher, with an average evaluation score of 79%. It is interesting to note that of the 765 high-rise multi-res apartment buildings in the city, over 81% are owned and managed by the private sector. The average RentSafeTO score for private sector high-rise buildings is remarkably just over 80%. This would seemingly indicate that the private sector is doing a pretty good job at meeting the City's property and maintenance-related standards.



RentSafeTO Data Scores by Age of Building & Property Type

The data here makes it evident that serious efforts have been made to upgrade and maintain the oldest buildings in the RentSafeTO program. For example, the 328 private sector buildings built prior to 1940 had average scores between 71% and 72%. These scores reflect the upgrades and regular maintenance that has gone into buildings of this vintage. The chart also shows that the lowest scoring buildings are TCHC buildings built between 1940 and 1970. These buildings consistently score between 63% and 69%. As might be expected, the newest buildings have the highest evaluation scores. However, scores for post-2000 private sector buildings are significantly higher than for social

	Private		Social Housing		TCHC		Total	
	#	Score	#	Score	#	%	#	Score
Pre-1900	11	70.1	3	72.7	0	0%	14	70.7
1900-1939	299	71.4	11	75.4	4	77.0	314	71.7
1940-1949	86	72.6	2	72.0	6	63.5	94	72.0
1950-1959	862	74.9	12	77.7	30	67.0	904	74.7
1960-1969	1,126	77.6	7	71.1	61	68.6	1,194	77.1
1970-1979	391	78.0	13	77.0	99	70.7	503	76.5
1980-1989	36	80.9	60	77.6	63	72.2	159	76.2
1990-1999	6	78.8	102	77.8	43	76.5	151	77.5
2000-2009	23	85.5	18	80.2	12	72.1	53	80.7
2010-2019	41	93.7	9	79.9	9	83.7	59	89.9
2020+	0	0	0	0	0	0%	0	0%
No date	13	60.6	2	89.0	2	78.0	17	67.4
TOTAL	2894	76.3	239	77.6	329	71.4	3,462	75.9
Year Built Average	1959		1984		1976		1962	

housing and TCHC buildings of the same age. This suggests that the criticism of the private sector for not adequately maintaining buildings is, for the most part, undeserved.

RentSafeTO Data Over Two Consecutive Time periods by Property-type (18 months)

Property Type	Average Assessment Score March 2019 Data	Average Assessment Score December 2020 Data	% Change March 2019 to December 2020
Private	72.4	76.3	+3.9
Social Housing	74.4	77.6	+3.2
TCHC	70.0	71.4	+1.4
TOTALS	72.3	75.9	+3.6

To date, the City has published two sets of scoring — March 2020 data and December 2020 data — which take into account an 18-month period. What we learn by looking at each data set and comparing overall scores is the following:

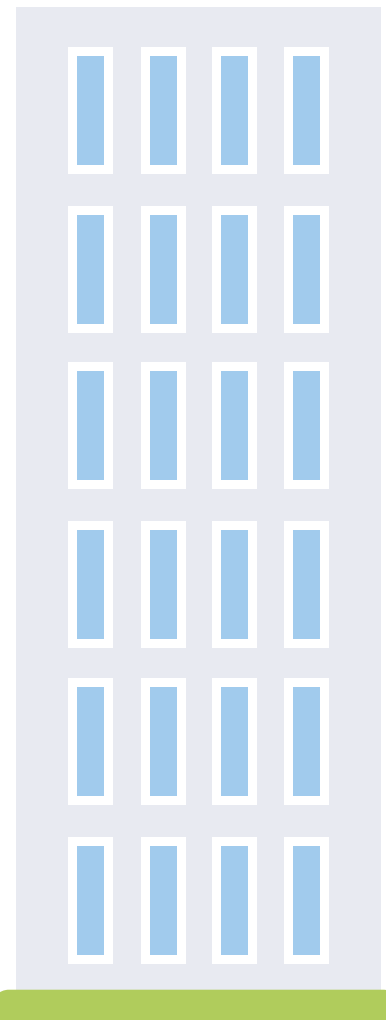
- Average private sector building scores for the two time periods reflect an average assessment score of 72.4% and 76.3% respectively.
- Private sector buildings achieved the largest increase (3.9%) while TCHC buildings achieved the lowest increases in scores (1.4%).
- Overall, reported evaluation scores increased by just under 3.6%.

There are a couple of key takeaways we can glean from this data set. Firstly, private sector building scores reflect average assessment scores of over 70% for time periods. This would seemingly indicate that this level of scoring demonstrates the high level of professional property management and implemented maintenance being undertaken by private sector owners. It brings into question the following: was the RentSafe program really

necessary at all? And secondly, are stakeholders receiving any real value for the money being spent on the costs of maintaining/running the program along with the added bureaucracy it has imposed on rental housing providers?

CROSSING/COMPARING THE RENTSAFE DATA WITH MLS INVESTIGATIONS DATA BASE

What really makes this analysis of the RentSafeTO program both interesting and perplexing is when you compare the RentSafeTO data to that of the Municipal Licensing & Standards Investigations. The MLS data captures investigations, notices and orders related to by-law enforcement activity within the City of Toronto and can be used, in part, to understand the level and types of issues and compliance with meeting various by-laws. If there is a high degree of poorly maintained buildings and NON-COMPLIANCE with property standards and by-laws, one would expect to see a large volume of investigations, notices, and orders associated with those property types.

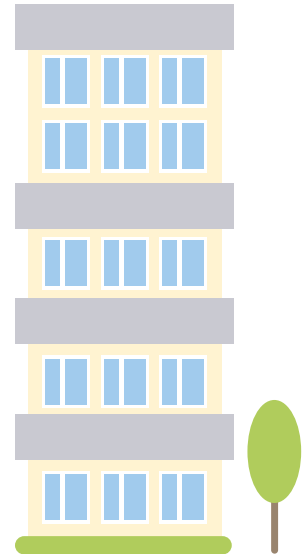




Number and Proportion of Buildings by Property Type Represented in Both RentSafeTO & the MLS Investigations Data Base

Property Type	# Buildings in RentSafeTO		# RentSafeTO Buildings Identified in MLS Investigations Data		% Of Buildings in MLS Investigations Data Base also in RentSafeTO
	#	%	#	%	
Private	2894	83.6%	2106	82.9%	72.8%
Social Housing	239	6.9%	160	6.3%	67.0%
TCHC	329	9.5%	274	10.8%	83.0%
TOTALS	3462	100%	2540	100%	73.4%

We can observe that only 73% the RentSafeTO registered buildings were also identified in the MLS investigations data. This means that 27% or nearly one-third of RentSafe had no related investigations. Of the three property-types listed in the RentSafe data, TCHC had the highest proportion of their buildings (83%) included in the MLS investigations data base.



Type and Proportion of MLS Investigations by Buildings Represented in RentSafeTO

	# of MLS Investigations and Notices for Buildings in RentSafeTO		Total all investigations and orders/notices in MLS Data base		% RentSafeTO buildings in relation to total MLS data base
Investigations	15,565	91.8%	86,916	86.1%	17.9%
Notices/Orders	1,378	8.1%	14,049	13.9%	9.8%
TOTAL	16,943	100%	100,965	100%	16.8%

Over a two-year period out of the total of 100,965 investigations, notices and orders identified in the MLS data, less than 17 per cent (16.8%) are attributable to RentSafeTO registered buildings. This means that over 83% of MLS investigation are related to non-RentSafeTO buildings. Only 9.8% of total orders/notices by MLS relate to RentSafeTO buildings. With the largest portion of investigations, notices and orders (83%) related to non-RentSafeTO buildings, it calls into question—is this program focused correctly? And what is the purpose of this program when it clearly misses targeting those property types where issues lie?

“

AND WHAT IS THE PURPOSE OF THIS PROGRAM WHEN IT CLEARLY MISSES TARGETING THOSE PROPERTY TYPES WHERE ISSUES LIE?”



RentSafeTO Evaluations Scores In relation to # of MLS Investigations/ Notices/Orders

RentSafeTO Evaluation Score	Building Scores under RentSafeTO				Investigations			Notices/Orders			Total	%	Av. Inv/ Notices/ Orders per buildings
	# Buildings	% Buildings	# MLS	% MLS	#	%	Av. #/ Building	#	%	Av. #/ Building			
86+	524	15.1%	382	15.0%	1,947	12.5%	5.1	90	6.5%	1.5	2,037	12.0%	5.3
66-85	2,521	79.0%	1841	72.5%	10,381	66.7%	5.6	765	55.5%	1.8	11,146	65.8%	6.1
51-65	373	10.8%	276	10.9%	2,420	15.5%	8.8	259	18.8%	2.5	2679	15.8%	9.7
50 and Under	30	0.9%	29	1.1%	761	4.9%	26.2	261	19.0%	9.6	1022	6.0%	35.2
No Score	14	0.4%	12	.5%	56	.4%	4.7	3	.2%	1.0	59	.4%	4.9
TOTAL	3,462	100%	2540	100%	15,565	100%	6.1	1,378	100%	2.2	16,943	100%	6.7

Our final look at the data examines RentSafeTO evaluation scores versus the average number of MLS investigations/ notices/orders per building. It confirms that poorly maintained buildings that score badly have the largest number of investigations, notices and orders per building in the MLS data. The data shows that buildings scoring 50% or lower have on average over 35 investigations/orders and notices per building. However, for RentSafe-registered buildings with scores over 50%, there are no significant differences between overall evaluation scores and the average number of investigations, notices and orders per building. RentSafeTO buildings scoring 86% or better averaged only 5.3 investigations, notices and orders per building, whereas buildings scoring between 66 and 85 scored only marginally more at 6.1 per building. In fact, even buildings scoring in the 51% to 65% only

had on average 9.7 investigations, notices and orders per building.

CONCLUSION

Whether using the data from the RentSafeTO program or the MLS Investigations data, or by meaningfully cross-comparing the two, it simply does not support the assumption that there are widespread issues of neglect, and poorly maintained multi-res apartment buildings in Toronto. After four years of RentSafeTO and the marginal increase in improvement of scores, all stakeholders should be questioning the value and need to continue this program.

On a final note, as other municipalities seek to establish their own versions of a RentSafe program, they should ask themselves the following—are they trying to fix a problem that doesn't really exist across their landlord constituents? Are they focused on dealing with the few bad performers? Are they working in partnership with industry to create a healthy, affordable housing environment?

Over-regulation of any industry just pits one stakeholder against the other and clearly stymies growth and productivity, never better evidenced than by Toronto's RentSafeTO program. ■■

We would like to thank Performance Solutions Network and in particular, Ms. Deborah Cohen for conducting this in-depth analysis on behalf FRPO's Certified Rental Building™ program. For more information, regarding FRPO's CRBP please contact Ted Whitehead, Director of Certification twhitehead@frpo.org.



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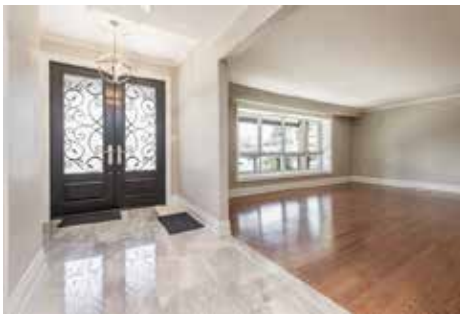
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