

JUNE/JULY 2021

FE

FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS

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DIGITAL TOOLS FOR BETTER TURNOVER
WINDOW AIR CONDITIONING UNITS
ONTARIO'S ROADMAP TO REOPENING

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

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RENTAL INDUSTRY NEWS



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

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Federation of Rental-Housing
Providers of Ontario

20 Upjohn Road, Suite 105
Toronto, ON M3B 2V9 | Tel: 416-385-1100
www.frpo.org

MANAGER, COMMUNICATIONS & EDITOR
Chloe Hill x30
chill@frpo.org

EXECUTIVE ASSISTANT TO THE PRESIDENT
& CEO/ADMINISTRATIVE COORDINATOR
SUBSCRIPTIONS & ADDRESS CHANGES
Lechelle Cohen x24
lcohen@frpo.org

CO-PUBLISHER
Bryan Chong x232
bryanc@mediaedge.ca

Kelly Nicholls x269
kellyn@mediaedge.ca

EXECUTIVE EDITOR
Erin Ruddy x266
erinr@mediaedge.ca

SENIOR DESIGNER
Annette Carlucci

PRODUCTION
Rachel Selbie x263
rachels@mediaedge.ca

SALES
Sean Foley x225
Blair Wilson x246

PRESIDENT
Kevin Brown

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MediaEdge

2001 Sheppard Avenue East, Suite 500, Toronto, Ontario M2J 4Z8
Tel: 416-512-8186 | Fax: 416-512-8344 | Email: info@mediaedge.ca

RECOVERY IS ON

Staying the course as we embrace summer



TONY IRWIN
President & CEO
FRPO

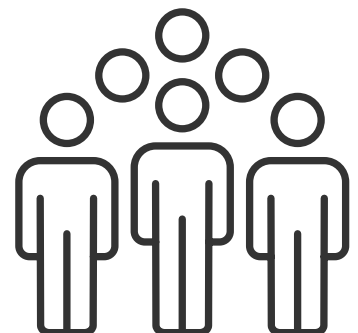
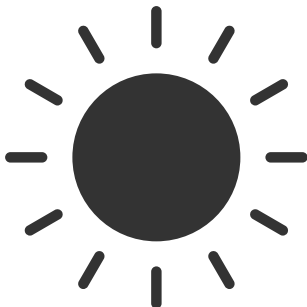
Things are really starting to look up! More than 50 per cent of eligible Canadians are now fully vaccinated, which has helped lower the overall transmission rates of COVID-19 cases in the country. Ontario entered Step 3 of its economic reopening plan on July 16th allowing activities such as gyms and indoor dining to resume for the first time in many months. Although we welcome this exciting news, we must, of course, continue to do our part and follow the health and safety measures laid out by our health officials.

In FRPO news, we have been running our Diversity and Inclusion webinar series throughout June and July featuring guest speaker Renee Charles who is a seasoned learning professional and passionate about assisting individuals and organizations successfully achieve their performance goals. These sessions were focused on anti-racism, diversity, and inclusion. We were pleased to be able to provide a safe space to educate and raise awareness on these important topics. FRPO is committed to fostering and embracing an inclusive and equitable workplace as well as continued learning and training.

We have opened registration for our Charity Golf Classic, taking place on September 13th at the Country Club. Over the past 11 years this event has raised over \$650,000, which directly benefits Interval House and the important work they continue to do. We hope that you will join us for a round of golf to raise funds for a great cause and stay connected with other FRPO members.

A few weeks ago, we sent out our MAC Awards submission package requirements. The portal will open in early September and members will be notified by e-mail. Submissions will be accepted until September 20th at 12PM. We are pleased to announce we have added a new category this year called "The Impact Award". This award recognizes a rental housing provider that has achieved extraordinary social outcomes related to one initiative or project in Ontario. Nominees must be able to demonstrate the positive impact of their efforts. Projects may include (but are not limited to) affordable housing, community initiatives, financial relief programs, advocacy, or other service projects. We look forward to receiving your submissions and for more information on this event, please visit our website.

Lastly, our "Let's Build Ontario" campaign is making positive impact! More details can be found in the article below. Wishing you all an enjoyable and safe summer, until next time! 🏡



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*This is a time sensitive campaign.
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www.crbprogram.org



LET'S BUILD ONTARIO

Our call for more affordable, safe rental housing continues

BY ■ CHLOE HILL, MANAGER, COMMUNICATIONS, FEDERATION OF RENTAL-HOUSING PROVIDERS OF ONTARIO



COVID-19 has impacted every part of our society, and the housing sector is no different. With rising housing prices, many millennials are finding themselves further away from home ownership. Ergo, many millennials have embraced renting as it can create avenues for future investments.

While this is a smart solution, renters in Ontario are still faced with more housing problems. That's why the Federation of Rental-housing Providers of Ontario (FRPO) and its members are using their Let's Build Ontario (LBO) campaign to keep calling for the creation of more affordable, safe and quality housing.

Let's Build Ontario is an educational campaign developed to raise awareness on the current rental housing environment and climate in the province. With this goal, FRPO and its members hope to inspire change in the housing industry.

With a mission statement and belief that everyone deserves affordable and safe housing, LBO's www.letsbuildontario.ca provides several resources and guides on how to navigate the intricate system that is provincial housing. The material

available on the site includes guides for tenants and rental housing providers that outline the best ways for each group to communicate with the other. Other resources include walkthroughs on how the Landlord Tenant Board (LTB) works, as well as one on how rent increases work, with explanations on AGIs.

LBO's website is meant to be a safe haven for any confused resident or rental housing provider—hence why LBO is planning to amplify its educational content with the help of over 2,500 supporters. FRPO and its members are looking to make information on rental housing more available to existing supporters, activists and potential new signers. In order to do this, LBO has launched a rapid response protocol. The LBO campaign team receives numerous alerts for tweets that provide

one-side of the story or misinformation on the rental housing sector. The alerts the team receives cover a range of themes, which include renovictions and the LTB's efficacy. Once the team gets notified, they draft an indirect response that debunks the tweet via facts about the given topic. Examples of LBO's rapid response tweets can be found on @BuildOntario.

As the campaign continues to raise awareness and educate Ontarians on the housing market, LBO is looking to engage its supporters more actively. Currently, supply is too low to meet the growing demand. However, with a focus on amplifying GTA recruitment, LBO hopes to have a solid foundation of supporters who can advocate for the security of the market, which you can help with. Please follow LBO on social media and share the campaign's educational content. This will drive people from all over the province to the LBO website and social media accounts. This is the best way of shifting the narrative and reminding people of the real goal: increasing the availability of affordable and safe housing. 🏠

“

LBO'S WEBSITE IS MEANT TO BE A SAFE HAVEN FOR ANY CONFUSED RESIDENT OR RENTAL HOUSING PROVIDER—HENCE WHY LBO IS PLANNING TO AMPLIFY ITS EDUCATIONAL CONTENT WITH THE HELP OF OVER 2,500 SUPPORTERS.”





UPCOMING INDUSTRY EVENTS

SEPT
13

2021 FRPO CHARITY GOLF CLASSIC

Sep 13, 2021 / 8:30am to 7:00pm
The Country Club - Woodbridge

The 2021 FRPO Charity Golf Classic will take place on Monday, September 13th at the Country Club in Woodbridge. Over the last 11 years, this event has raised \$650,000 in support of Interval House. There are several changes to this event for 2021 due to the COVID-19 pandemic. As such, we will not be holding a dinner this year and all golfers will receive assigned tee times. Ensuring a safe event for our members and staff is our highest priority. Registration for this event will open in mid-July.

Monday, September 13th, 2021

The Country Club
20 Lloyd Street Woodbridge
Tee Times: 8:30 am—3:00 pm

The 2021 Canadian Apartment Investment Conference program will continue to power the industry. The need for market knowledge and networking are as important today as ever. 2021 will see a return of the acclaimed virtual conference format being offered over two days providing the greatest possible value to owners, managers, developers, investors and lenders.

Exceptional opportunities for networking will be available throughout this year's conference in our virtual space and attendance at the Canadian Apartment Investment Conference will also qualify for various continuing education credits.

The Canadian Apartment Investment Conference is organized by the producers of The Real Estate Forums, in conjunction with a steering committee of apartment owners, lenders, brokers, and valuers.

We hope you will take advantage of this very informative event.

a safe and secure environment. For more information about Health & Safety protocols in place for this year's event please Click Here.

DEC
2

2021 MAC AWARDS GALA

Dec 2, 2021 / 5:00pm - 9:00pm
Metro Toronto Convention Centre

The MAC Awards Gala is the most important annual event for our members and is well attended by rental housing providers ranging from hands-on managers to third party management and holding companies. This event allows us to recognize excellence in the residential rental housing industry and to advance the high standards that the Federation of Rental-housing Providers of Ontario aims to promote.

This event is currently scheduled for Thursday, December 2nd in conjunction with The Buildings Show and PM Expo. We are monitoring the COVID-19 situation and will provide more information to the membership as it becomes available.

SEPT
22

CANADIAN APARTMENT INVESTMENT CONFERENCE

Sep 22-23, 2021 / 10:00am-2:30pm
Virtual Conference

Year over Year, the Canadian Apartment Investment Conference brings together owners, managers, developers, investors and lenders to provide valuable insights into the multi-unit residential market. The 2020 Conference brought together those interested in learning about major trends, issues, opportunities, and strategies in Canada's multi-unit residential market.

DEC
1

THE BUILDINGS SHOW

Dec 1-3, 2021 / 8:00 am - 4:00 pm
Metro Toronto Convention Centre

North America's leading exposition, networking and educational event for design, construction and property management industries returns face-to-face in 2021. Our team is busy planning a safe and fantastic event and we look forward to reconnecting!

We will continue to closely monitor the situation around COVID-19 and will update you across our channels. The Buildings Show and Informa are committed to making the Show

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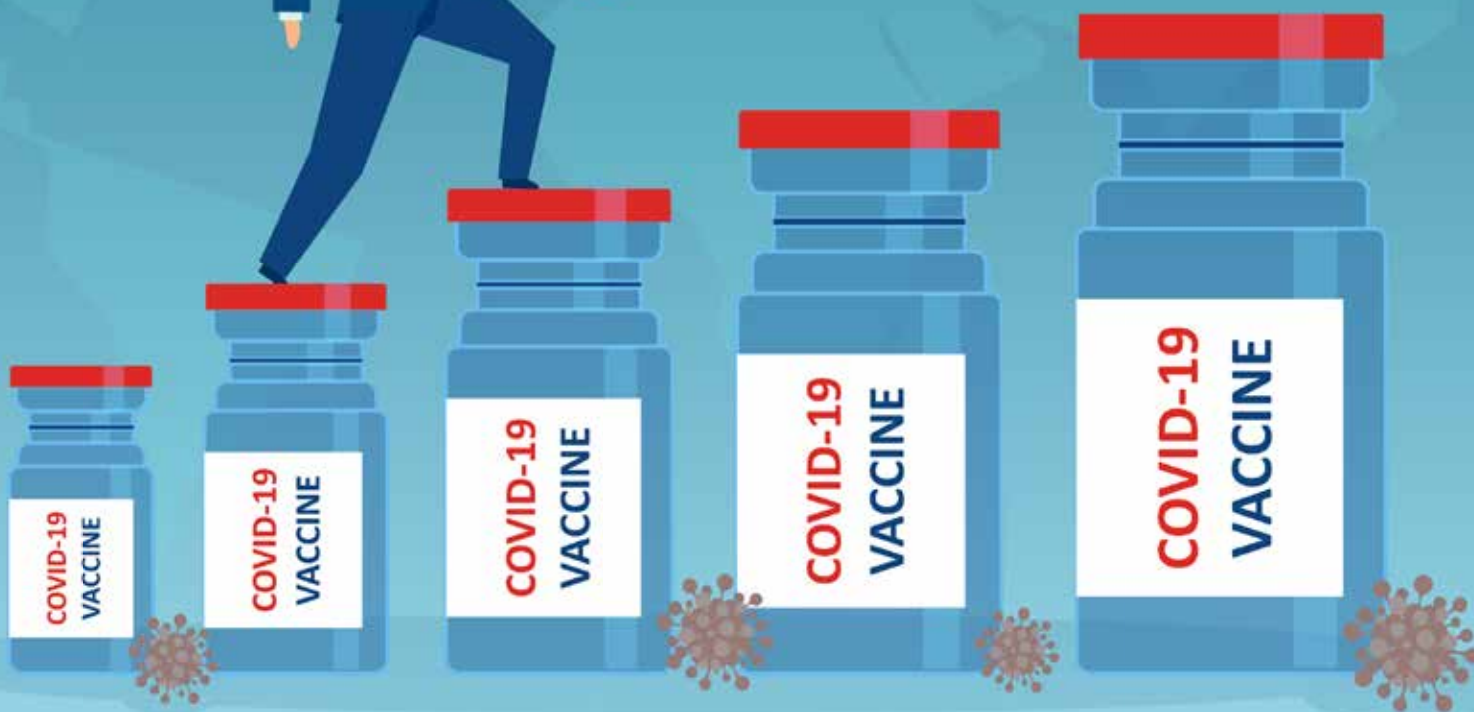
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ONTARIO'S ROADMAP TO REOPENING

We're on the way to better days...

BY ■ TONY IRWIN, PRESIDENT & CEO FRPO





Over the past few months, many Ontarians have received their first/second dose of the vaccine, which has started to offer hope and encouragement that we are finally turning the corner in our fight against COVID-19. On May 20th, the Province announced its Roadmap to Reopen, a three-step plan to safely and cautiously reopen the province and gradually lift public health measures based on the province-wide vaccination rate and improvements in key public health indicators.

- On May 22nd, the province loosened restrictions to allow outdoor gatherings of up to five people as well as use of outdoor amenities including golf courses, sports fields, basketball & tennis courts, which was welcome news for many!
- On June 2nd the stay-at-home order was lifted, which also brought about a resumption of eviction enforcement province-wide.
- On June 11th Ontario moved to Step One of the Roadmap to Reopen, once 60% of adults had received their first vaccine dose.
- Step Two took place on June 30th when 70% of adults had been vaccinated with one dose and 20% with two doses.
- Step Three of the Roadmap to Reopen happened on July 16th when 70 to 80% of all Ontario adults had been vaccinated with one dose and 25% with two doses.

At the time of writing, about 62% of Ontarians aged 12 and older have received two doses of the COVID-19 vaccine. We are well on our way! Still, while we all look forward to safely regaining our lives, we know that FRPO members will continue to feel impacts from the pandemic—some of which might become permanent. We also know some new challenges will emerge. Many of you have already begun to safely open building amenities, such as pools, gyms, and common areas. FRPO continues to reach out to members to understand what issues are most concerning so we can effectively advocate on your behalf at Queen's Park.

In addition to our government outreach, FRPO is also engaging with the opposition parties to educate and inform them on key rental housing issues. We will continue to keep you informed of important government announcements and encourage you to reach out with questions or concerns. ■■

REDUCE HEATING COSTS

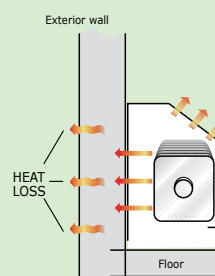
and improve your tenants' comfort



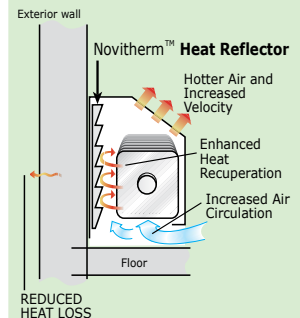
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ANNUAL GENERAL MEETING

A recap for FRPO members

On May 11th, FRPO held its Annual General Meeting in webinar format for the second year due to the COVID-19 pandemic. With 75 members in attendance, participants were provided updates from our Chair, Margaret Herd, President & CEO, Tony Irwin as well as from the Treasurer, Paul Chisholm. A review of activities from the previous year was provided and financial health of the association noted as positive following FRPO's annual audit.

The election and appointment of Directors was also approved and the following individuals were re-appointed for additional 3-year terms:

Ken Kirsh (Sterling Silver Development Corporation)

Jonathan Fleischer (CAPREIT)

David Horwood (Effort Trust Company)

The Nomination and Governance Committee also proposed the addition of Patrick Eratostene (Greenwin Corp) and Jonathan Brimmell (Oxford Properties Group) to join the board for 3 year terms which was also passed. We are pleased to welcome our new and returning board members.

Tony Irwin also recognized our outgoing Chair, Margaret Herd for her time and leadership over the past three years. Margaret will remain on the Board and we are pleased to welcome Allan Drewlo of Drewlo Holdings as incoming Chair of the Board. Allan will serve a two year term in his role as Chair. Thank you to all those who participated in this meeting and our generous sponsors for their support.

THE FULL BOARD LISTING FOR THE 2021-2022 TERM IS AS FOLLOWS:

CHAIR:

Allan Drewlo, Drewco Development Corp

VICE-CHAIR:

1st Chair: Jason Ashdown, Skyline Group of Companies

2nd Chair: Gloria Salomon, Preston Group

PAST-CHAIR:

Margaret Herd, Park Property Management Inc.

DIRECTORS:

Ugo Bizzarri, Hazelview Properties

Paul Chisholm, Berkley Property Management Inc.

Jonathan Fleischer, CAPREIT

Ruth Gabel, Morguard Corporation

Alf Hendry, Homestead Land Holdings Ltd

David Horwood, Effort Trust Company

Ken Kirsh, Sterling Silver Development Company

Gary Lee, BentallGreenOak

Colin Martin, Realstar Management

Mike McGahan, InterRent REIT

Patti-Jo McLellan Shaw, Hapfield Developments.

Brent Merrill, Metcap Living Management Inc.

Todd Spencer, GWL Realty Advisors Residential

Jonathan Brimmell, Oxford Properties Group

Allan Weinbaum, WJ Properties

Geoff Younghusband, Osgoode Properties Ltd.

Patrick Eratostene, Greenwin Corp

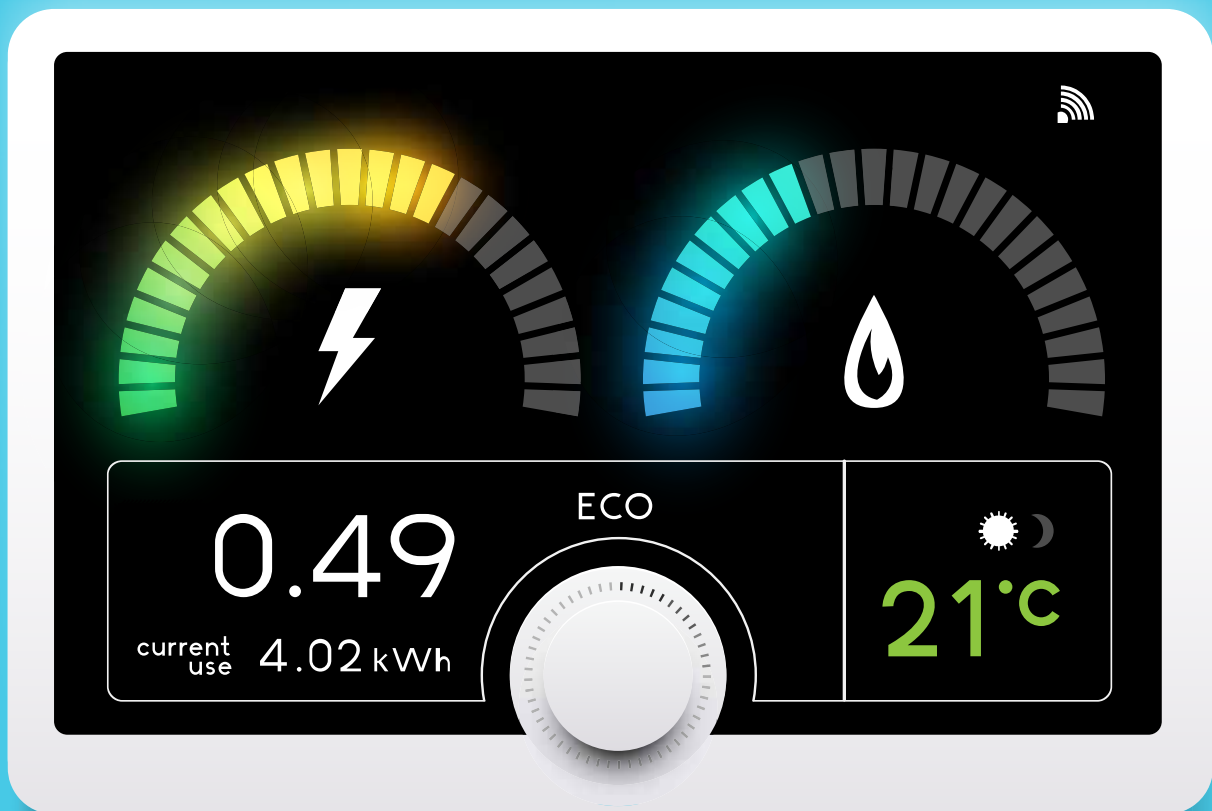
FRPO would also like to thank our generous sponsors of this event.



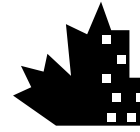
UTILITY METERING FOR ESG

Environmental, social and governance reporting

BY ■ DONOVAN SABGA, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS



CFAA held its Virtual Rental Housing Conference 2021 from April 22 to June 17, including education sessions, networking events, awards presentations, and a tradeshow with virtual booths. On June 10, CFAA hosted a panel on Utility Metering for ESG, moderated by John Dickie, CFAA President. Environmental, Social, and Governance reporting (ESG) is of tremendous importance to the ability of the rental housing industry to project the value we provide to society. FRPO has recognized that importance by making supporting member ESG initiatives a key result in FRPO's new strategic plan.



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“

DIFFERENT ORGANIZATIONS HAVE DIFFERENT GOALS, AND CONSEQUENTLY USE DIFFERENT METRICS FOR MEASURING THEIR ESG SUCCESS.”



CFAA's panelists discussed ESG generally, how ESG achievements are measured, what ESG ranking systems are available, how utility metering fits into ESG, and what members of the rental housing industry can expect to see in the utility metering area over the next few years.

DEFINING ESG

The panelists began by explaining ESG. ESG's three elements help form a better picture of how a corporation's business activity impacts the world around them. The Environmental branch focuses on matters like climate change and carbon emission reduction. The Social branch examines community relations; equity, diversity and inclusion; and other client and employee-focused matters. The Governance branch examines things like corporate structure, performance, and other decision-making factors. The rest of the panel focused on the Environmental branch, because that is where utility metering fits into ESG.

MEASURING ESG

All of the panelists acknowledged that ESG is usually internally driven. Different organizations have different goals, and consequently use different metrics for measuring their ESG success. Peter Mills, the CEO of Wyse Meter Solutions, said that rating programs which focus on corporate responsibility, charity, the environment, and other formal ESG matters create the context in which that success can be measured.

The panelists discussed how measuring ESG can best be done by comparing members of the same industry. They outlined a number of associations which offer ESG scoring and ranking systems. Ryan Bekar, Account Executive at Yardi Energy, said that some systems, like those provided by Energy Star, compare similar properties; while others, like GRESB, compare entire portfolios or companies on an international scale.

ESG RATING SYSTEMS

Anthony Fallone, the VP of Capital Management and Technical Services at Quadreal, discussed Global Real-Estate Sustainability Benchmarking (GRESB), which is being used by most Canadian residential REITs. GRESB is both an organization and a set of assessment tools to measure and score an organization in the areas of ESG best practices. Mills referred to GRESB as a rigorous third-party assessment, which is becoming a must-have tool for major investments in rental housing.

Joanna Jackson, Director of Sustainability and Innovation at Minto Properties, discussed Ontario's Energy & Water Reporting & Benchmarking (EWRB) program. Any building with over 100,000 sq.ft of gross floor area is required to report to EWRB. (Depending on unit sizes, buildings with more than 80 to 120 rental units would fall into that requirement.) While the collected data is only released

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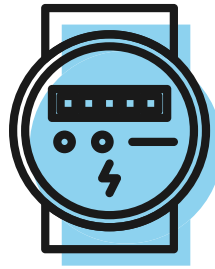
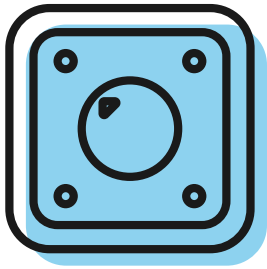
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after the property has been reporting for two years, EWRB is another way for owners to compare their own ESG progress with that of their peers.

The panelists went on to mention a number of voluntary programs, like the Canada Green Building Council (GaGBC)'s Disclosure Challenge, which allows building owners/operators of any type or size to report their energy and water intensity; the CDP (formerly the Carbon Disclosure Project), an international organization which helps create effective carbon emission reduction strategies; and the Global Reporting Initiative (GRI), an independent standards organization that helps businesses, governments, and other organizations understand and communicate their impact on ESG matters.

IMPORTANCE OF ESG TODAY

The conversation then moved to focus on the importance of ESG in today's rental housing context. Environmental regulations are on the rise. Federal climate change goals, public pressure to reduce carbon footprints, and related financial factors were discussed in detail. Both Mills and Fallone discussed what ESG means for investors, emphasizing the need for rental housing providers to be ready for the changing expectations about their environmental and social activities. When investing, the overall impact and carbon footprint a business leaves in the world is taking priority over squeezing the last drop of financial returns.

UTILITY METERING AND ESG

Bekar explained why utility metering was so important for ESG reporting. In most of Canada, building owners don't have access to tenant energy data. So, if the owner wanted to report, they must either get the tenant to provide the data, or find a way of collecting it themselves—that is where

submetering (either by unit or by building area) plays an important role. Mills added that residents also crave the utility data. It enables the resident to track their own performance, sustainability efforts, and savings goals.

As for internal benchmarking, Jackson said that utility metering allows the rental housing provider to identify the best and worst performing buildings, and then compare differences in building features, operations, or demographics. For Minto, benchmarking reports save time and effort. By inputting building features such as indoor or outdoor pools, central cooling systems, and other services tied to utility consumption, a provider is able to apply filters and ensure they are making comparisons across similar buildings. Mills noted that he often fields phone calls about due diligence for buildings, which Wyse's clients are looking to acquire. He uses the information gathered from over 2,000 buildings to provide an idea of what the client can expect regarding utility costs.

The panelists then spoke about the benefits of using real-time data to optimize their building's energy use, how utility metering helps building owners and residents save money and reduce consumption, and how motivating it is for tenants to see their conservative efforts paying off in a convenient and cost-effective way.

FUTURE DEVELOPMENTS IN ESG

As for the future of ESG, the panelists described exciting technology emerging in the field. Bekar noted that there has been a recent push in the Internet of Things (IOT) to collect data both for operational

feedback, and to provide tenant controls within their unit. By way of example, rental housing providers often lack the necessary measurements to track waste consumption and diversion. New technology, like capacity sensors on bins, will help fill the gaps in information needed to optimize related operations.

Jackson said that water consumption and flooding alarms which automatically respond to large leaks have helped minimize flood damage. She described some Building Automation Systems which, through the use of real-time energy data, will help address problems with electricity and natural gas usage.

Mills and Fallone placed strong emphasis on collecting data. They said that many smart building technology innovations can improve the overall customer experience, improve information collection and use, and improve the bottom line. As an example, owners will be able to know exactly where in the building all the energy is being consumed, and by whom.

CONCLUSION

A recording of the utility metering and ESG discussion, is available at www.CFAA-FCAPI.org, along with recordings of CFAA's other recent education panels, including Equity, Diversity and Inclusion in Rental Housing. Achieve your own goals and advance the rental housing industry by expanding your knowledge of these and other key topics.

FRPO is a key association member of CFAA, the sole national organization representing exclusively the interests of Canada's \$520 billion rental housing industry, which houses more than nine million Canadians. ■

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2021 HOUSING MARKET OUTLOOK

What's in store for the housing sector

BY ■ BOB DUGAN, CHIEF ECONOMIST, CANADA MORTGAGE AND HOUSING CORPORATION (CMHC)



While economic growth, employment and net migration in Canada recover from losses incurred during the COVID-19 pandemic, home sales and price growth will moderate from unsustainable 2020 levels but remain elevated. This forecast is according to the Canada Mortgage and Housing Corporation (CMHC) Housing Market Outlook (HMO), released in May and covering the 2021 – 23 forecast period. The HMO helps anticipate emerging trends in new home and resale housing markets at the national level and for Canada's eighteen largest Census Metropolitan Areas (CMAs).

"COVID-19 has had unprecedented impacts on Canada's urban centres. While some sectors of the economy have struggled to adapt to pandemic conditions, housing activity has been strong and somewhat disconnected from overall economic and employment conditions in many centres," said Bob Dugan, CMHC's chief economist. "Economic conditions are expected to return to pre-pandemic levels by the end of 2023, if broad immunity to COVID-19 takes hold by the end of 2021. This includes the pace of home sales and prices, which we expect to see moderate from 2020 highs over the same period. However, significant risks remain with respect to the path, timing, and sustainability of the recovery."

The outlook assumes the five-year mortgage rate will increase but remain very low by historical standards until the end of 2023. It's not certain if the shift toward work-from-home arrangements, which is a factor in driving housing demand from more expensive CMAs to less expensive markets, will persist after the pandemic, causing risk to the forecast. With the unprecedented uncertainty caused by the COVID-19 pandemic, CMHC will continue to closely monitor the health of Canadian housing markets and release updates as necessary.

NATIONAL HIGHLIGHTS:

- The pace of sales is expected to moderate from recent highs, reflecting high price levels on existing-home markets, the impact of increasing mortgage rates, and low inventories of homes for sale. Slower sales growth will help moderate the pace of price growth.
- The ratio of single-detached housing starts to total starts will increase through 2021,

Forecast Summary CANADA									
	2018	2019	2020	2021(F)		2022(F)		2023(F)	
				(L)	(H)	(L)	(H)	(L)	(H)
New Home Market									
Starts:									
Starts-Total	212,843	208,685	217,802	221,100	230,000	222,500	234,500	216,800	231,900
Resale Market									
MLS® Sales	459,603	489,880	551,392	584,000	602,300	529,000	547,100	539,600	561,100
MLS® Average Price (\$)	490,931	502,812	567,699	628,400	649,400	651,600	676,500	669,500	704,900
Economic Overview									
Real GDP (index, 2019=100)	97.8	100.0	94.3	98.4	100.6	100.9	104.1	103.5	105.8
Employment rate (%)	61.5	61.8	58.0	59.1	59.8	59.4	60.1	59.7	60.1
Mortgage Rate (fixed 5 year) (%)	4.38	4.24	3.72	3.55	4.30	3.65	4.40	3.80	4.55

Sources: CREA, CMHC Starts and Completions Survey, Statistics Canada, and Haver Analytics (F): Forecasts by CMHC.

reflecting the shift in preference toward single-detached units on the resale market, as indicated by their current low inventories and strong price growth. Housing starts will stabilize at levels consistent with household formation by the end of 2023.

- Rental demand will recover as both immigration and inter-province migration recover. This recovery in demand will also be driven by the return of international students and in-class learning at universities in the large cities. However, vacancy rates will likely remain elevated, compared to pre-COVID levels.

THE END OF THE PANDEMIC WILL DETERMINE THE RECOVERY OF THE TORONTO RENTAL MARKET

The recovery of the rental market is primarily contingent upon how soon the pandemic is brought under control. The pandemic has affected renters far more than homeowners. Employment losses have been concentrated among younger workers, a disproportionate



amount of whom are renters. International migration, which is a key driver of rental demand, has slowed significantly. As well, students, who often rent, have been learning online.

This has allowed them to relocate to lower-priced areas, or to move in with their parents, thus lowering rental demand. New rental units under construction may face longer lease-up periods in a slower market. Typically, newly launched projects take up to 12 months for full lease-up. With lower tourism levels and short-term rentals restricted to principal residences, some condominium apartment units will continue to be converted into long-term rentals, thereby increasing supply and lowering rent growth.

Due to current uncertainty, planned purpose-built rental projects may be on hold, which could adversely affect new supply.



The slowdown in new construction will be concentrated in downtown cores with higher land costs, such as Toronto Centre, where new rental projects need to command high rents to be financially viable.



HAMILTON'S VACANCY RATE WILL TREND LOWER IN THE 2021-2023 PERIOD

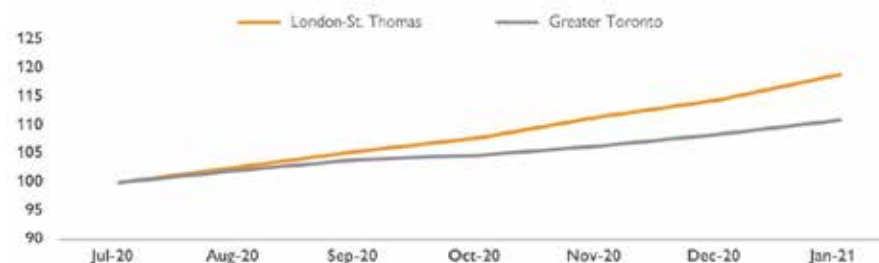
Rental demand will likely outpace supply owing to a combination of factors. The employment recovery in service sector industries hardest hit by the pandemic will stimulate greater rental demand. So will higher international migration and a greater number of post-secondary students returning to the classroom. With homeownership costs rising much faster than incomes, expect few renters to transition to homeownership. A decrease in the vacancy rate would place strong upward pressure on average rents.



LONDON'S VACANCY RATE WILL TREND DOWN IN THE 2021-2023 PERIOD

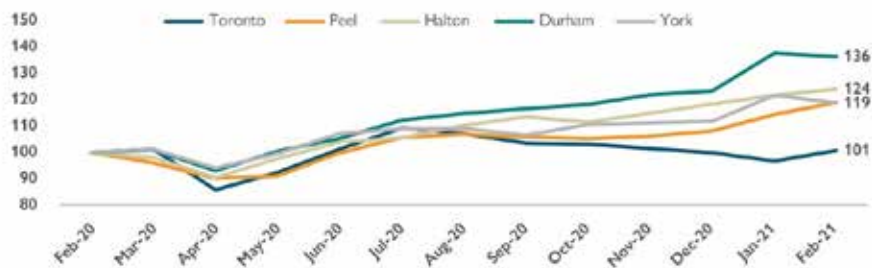
Despite a considerable number of rental units under construction, rental demand is expected to outpace supply during the 2021-to-2023 period. Strong rental demand will be supported by a combination of factors, most notably the jobs recovery in the service sector, higher international migration and post-secondary students returning to the classroom. With homeownership costs rising much faster than incomes, a lower number of renters will vacate their units to buy a home. A downward trending vacancy rate would be expected to put strong upward pressure on average rents.

Single-family Home Price Index (July 2020=100)



Source: CREA Benchmark Price (seasonally adjusted)

Greater Toronto Area Seasonally Adjusted Price Index (Feb 2020 = 100), By Region



Sources: TRREB and calculations by CMHC



KITCHENER-CAMBRIDGE-WATERLOO (KCW) RENTAL MARKET WILL REMAIN TIGHT

The primary rental market is expected to remain tight, similar to 2020 conditions. Demand will remain strong, and we expect the average vacancy rate to linger below the 10-year historical average (2.3%) despite supply additions over the last several years. While the purpose-built rental stock in the KCW CMA has increased by an annual average of more than 1,300 units since 2016, the average vacancy rate has not exhibited an upward trend, suggesting tight conditions.

While rental demand from immigration, new permanent residents,

and international students is expected to soften in the short term given pandemic-related uncertainty, demand from young families and young professionals is expected to remain robust. Furthermore, the undersupply of rental units that are affordable to households at the low end of the income distribution will keep conditions tight. The population growth rate will likely see an uptick further into our forecast horizon as travel restrictions from COVID-19 lessen.

In addition, the fastest-growing segment of the population, seniors (aged 65 and above), is expected to continue its steady growth and will make up over 15% of the population in the KCW CMA by the end of 2022, which will support demand. Fast average house price growth will also contribute to keeping some renters from homeownership in 2021.

Average rents will likely continue their trend of increasing faster than the provincial guidelines in 2022 and 2023, similar to the trend over the last eight consecutive years.



ST. CATHARINES-NIAGARA WILL SEE TEMPORARY UPWARD PRESSURE ON THE VACANCY RATE

The average apartment vacancy rate will remain fairly low, but is projected to edge higher in 2021. Since post-secondary education is largely offered online, more students may continue to give up their rental units to return to their hometowns or parents' homes. The winding down of government support programs may have a similar impact.

Furthermore, the movement of renters to homeownership in 2021 will remain strong due to the all-time-low mortgage rates. Finally, rental supply is projected to grow faster, since the number of rental apartment units under construction in 2020 reached the highest level since the early 1990s. As in-person classes resume, international migration rebounds and lower-paying service jobs, which tend to support renter households, recover over the course of 2022-2023, the average apartment vacancy rate will edge lower, toward the pre-COVID level.



WINDSOR'S RENTAL VACANCY RATE TO DECLINE AFTER 2021

The purpose-built rental apartment vacancy rate in Windsor is anticipated to increase again in 2021. A lower level of international migration and a still-recovering service sector will weigh on demand. Additionally, there will be an influx of supply due to elevated rental apartment construction in recent years.



**THE CURRENT DEMAND AND SUPPLY
IMBALANCE IS ONLY A SHORT-
TERM PHENOMENON AND IS NOT
EXPECTED TO LAST.”**



Together, these will exert upward pressure on the vacancy rate and cause rent growth to moderate. In 2022 and 2023, as international migration increases, in-person learning at local post-secondary institutions resumes, and service-sector employment normalizes, the vacancy rate is expected to move lower. Vacancy rate declines in these years, however, will be incremental due to the addition of more supply to the market.



OTTAWA RENTAL MARKET CONDITIONS WILL REMAIN WEAK OVER THE SHORT TERM

We anticipate the vacancy rate in 2021 will remain above the 3.9% reported in our latest Rental Market Survey (October 2020). Online studying, which reduced the number of domestic and international students, lower immigration, and a decline in youth employment placed downward pressure on rental demand.


It is unclear if students will return physically to campuses this fall. Moreover, demand conditions have deteriorated since October due to the second lockdown this

winter. This led households to move out of the more expensive core areas or to move back in with family. As well, since the Survey was conducted, another 821 purpose-built rental apartment units were completed, adding to supply, while demand remains weak.

All things considered, we expect vacancies to remain elevated this year. The current demand and supply imbalance is only a short-term phenomenon and is not expected to last. Indeed, as normalcy slowly returns in 2022 and 2023, demand for rental housing should also return, given the expected winding down of government support programs and the affordability challenges of homeownership.

SPEED OF RECOVERY

The precise timing and speed of the economic recovery in major markets is highly uncertain, and outlooks remain subject to significant risks. These include a slower-than-expected reaching of broad immunity to COVID-19 and stronger-than-expected inflationary pressures leading to higher mortgage rates.

As Canada's authority on housing, we contribute to the stability of the housing market and financial system, provide support for Canadians in housing need, and offer unbiased housing research and advice to Canadian governments, consumers and the housing industry. 

Bob Dugan is CMHC's chief economist.



LEVEL UP YOUR KNOWLEDGE OF EV CHARGERS

Ready or not, electric cars are coming...

BY ■ PETER R.J. MILLS, CEO, WYSE METER SOLUTIONS INC.



All those forecasts about the future of electric cars dominating roadways in the next 20 years usually forget to mention one thing—every one of those vehicles will need a place to park (and charge). That means your success starts with preparing down in the garage.

Building owners and managers are making key decisions today about how to provide reliable EV charging solutions to future residents and visitors. For many, this decision-making process has required a rapid education—and more than a little frustration as they explore these complex systems.

Understandably, much of your work has likely focused on the chargers themselves. As these are the most visible part of any solution, let's take a moment to understand them.

There are three levels of EV chargers, perhaps predictably named Level 1, Level 2 and Level 3. You'll find that most multi-residential building owner and managers will land on installing Level 2 chargers.

Level 1 chargers are a first-gen technology that come with the purchase of an EV. They are slow to charge and completely impractical for a multi-residential setting (if you don't have a wall outlet at every parking space). On the flip side, Level 3 chargers are way out of scale for your developments, as these super-chargers are akin to installing a rest-stop sized gas station in the parkade.

Level 2 chargers dominate the multi-residential building market because, simply stated, they are the perfect tool for the job. They provide drivers great service while capable of not overtaxing a building's electrical infrastructure. Level 2 chargers come in a range of options from Basic to Smart.

Level 2-Basic chargers are recommended for single homes or smaller multi-unit residential buildings with few designated charging spaces. While some can connect to wi-fi for simple tasks like live status updates, the chargers don't have networking capability to communicate between other chargers. Load management becomes difficult, but not impossible, because of that fact. That networking gap can be overcome, however, usually in cases of retrofits, by deploying a smart panel where the basic chargers can connect.

Level 2-Smart chargers are recommended for public/visitor parking, as well as larger multi-unit residential buildings, where load management is a necessity. These chargers offer networking solutions that allow communications between the chargers and/or smart panel and let owners/managers include pay per hour charging for residents/visitors.

Interconnected chargers communicate with one another, balancing the electricity

load by sharing and optimizing available electrical capacity. This efficiency allows you to expand your EV infrastructure and offer more chargers for residents without further taxing the building infrastructure.

Level 2-Smart chargers also offer different networking options: Closed networks allow chargers to communicate only within the same network which is managed by the manufacturer. Open networks adhere to open charge point protocol (OCPP) standards and can be easily read by any network of the building owner/managers choosing.

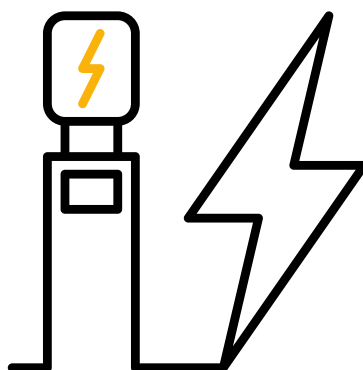
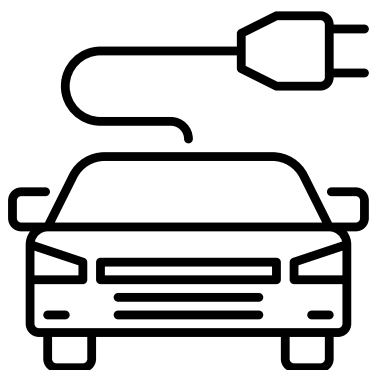
Choosing the networking depends on how you want to bill drivers. Certain networks allow billing by the hour, as well as smartphone payment. Submetering the chargers allows you to bill by the kWh, meaning a full charge costs the same no matter how long it takes, and residents living in submetered suites can have that charge added onto their monthly utility bill.

Available in single wall mount, single pedestal and double pedestal varieties, Level 2 chargers require a professional installation, including a 240V power source, but charge three to seven times faster. According to Charge Hub, that's means a 200km charge in about five hours or 400km charge overnight.

The cost of installing Level 2 chargers varies. Retrofits for existing buildings at individual parking spaces spread out

“

LEVEL 2 CHARGERS DOMINATE THE MULTI-RESIDENTIAL BUILDING MARKET BECAUSE, SIMPLY STATED, THEY ARE THE PERFECT TOOL FOR THE JOB.”



around a garage, for example, may incur a higher expense, with some providers quoting several thousand dollars or more per electrified charger, and other providers offering no capital cost leasing programs. But in new builds, the base infrastructure can be installed relatively cheaply, even if the chargers themselves are added later.

THE FULL PACKAGE

Keep in mind that a complete EV charging solution is about much more than chargers. Leading solutions incorporate the latest technology, with design and installation, financing, metering and monitoring, access controls (e.g., including actual locks, RFID, apps, plug and charge), service, and expertise about everything from tech to government incentives.

Partners who provide holistic solutions are key to keeping projects like this on the road (or in the parking space, as the case may be), but no matter the direction you drive your project, staying in the smart lane of the garage will set you up for success. ■■

Peter R.J. Mills, CEO, Wyse Meter Solutions Inc., a leading provider of utility submetering and utility expense management services, with over 200,000 suites under contract across Canada. Peter is always available for a chat or free project review at 1.416.709.0079 or pmills@wysemeter.com.

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FROM MOVE-IN TO MOVE-OUT

The technology behind better unit turnover and maintenance processes

BY ■ ELIK JAEGER, PRESIDENT & CEO, SUITESPOT TECHNOLOGY



To say property teams are a jack of all trades would be an understatement. From value-add renovations and unit-turnovers to conducting daily maintenance, multifamily teams must be a jack of all trades and a near-master of each and every one.

These are high expectations. Yet, in an industry challenged by constant competition, market trends, and increased resident expectations, there is constant incentive to make the grade. The upside is that property management teams now have access to digital tools and innovations that can make their jobs faster, more efficient, and less costly than the legacy methods.

Before diving into how multifamily operators are adopting technology to improve their turnover and maintenance processes, consider these trends that have accelerated the need for digital transformation:

1. RESIDENT EXPECTATIONS

Today, residents expect a creative use of technology, transforming high-tech into high-touch. If you've ever bought a pair of glasses from the likes of Warby Parker, you'll feel like you've had a highly personalized, high-touch experience. It's a delight—all delivered by technology. This enables Warby Parker to deliver a higher fidelity experience than legacy options and has enabled them to lower prices while also donating glasses to the needy. This mission further delights their customers.

2. THE QUANTITY AND QUALITY OF LABOUR

The labour markets have changed greatly over the last decade. The people typically hired for on-site staff are now getting opportunities in very different industries, often at far more lucrative levels than the multifamily economic model supports.

3. THE PANDEMIC'S ROLE IN ACCELERATING CHANGE

Covid has changed the game for effective property management and will require operators to rethink nearly all aspects of their on-site services and Human Resources strategies. As the "new normal" emerges, operators who haven't already accepted these changes (with more to come) must do so now.

HOW TODAY'S WINNING COMPANIES ARE ELIMINATING FRICTION

Today's winning companies have found

smart ways to integrate technology into the customer/resident and employee experience to create three positive outcomes:

- Delivering a superior customer experience
- Providing both the buyer and seller with greater control and insight
- Lowering costs of execution

Pause for a moment and consider the ideal resident experience. While this is going to be different for each individual, it's likely that the vast majority include never having to talk to anyone, see anyone, or do anything that they weren't already thinking about. It would also include knowing the status of any request or condition, without having to ask about it.

Now consider how you manage four important operational areas:

- Turnovers
- Renovations
- Inspections
- Maintenance

You're likely using technology to store information, but fundamentally, has your core operational processes changed? Most likely, it hasn't.

While we've radically changed how we manage the front office (the ways we market properties, qualify potential residents, and lease and manage properties), we still manage our facilities almost the same way we have in the past.

Enter TRIMM software, a technology designed to streamline and simplify multifamily operations within a single digital platform. Leveraging digital tools and mobile tech, TRIMM software is designed to unlock efficiencies and savings across Turnovers, Renovations, Inspections, & Maintenance Management, among other critical processes. Moreover, it is a tool through which users can track and assess asset performances across entire portfolios.

HOW TRIMM SOFTWARE WORKS

TRIMM software is an all-in-one unit turnover and property operations

mobile platform. Using mobile devices connected to a singular, back-office platform (in most cases, Property Management Software) TRIMM software equips teams with the digital tools to tackle mobile inspections, vendor engagement and order entry, work orders and approvals, preventative maintenance, alerts and escalations, and other critical steps in maintaining a property. Furthermore, TRIMM software can be fully integrated into existing property management systems.

TRIMM software's advantages stretch beyond the final move-out. By collecting and analyzing data from any number of inspections, TRIMM platforms produce easy-to-digest reports that provide property and asset management teams with critical operational real time insights. These can then be used to measure a team's/asset's performance across any TRIMM process and set benchmarks for ongoing improvement.

FINDING AND EMBRACING THE RIGHT TECH

Property management technology is advancing at break-neck speeds. At the forefront are TRIMM platforms that take advantage of Big Data and the latest innovations to upgrade every facet of a team's operations. And while there's no replacing the "human touch" when it comes to keeping your front line staff productive and your residents safe and satisfied, there are serious benefits to upgrading the TRIMM processes.

No one should "buy" technology. Instead, they should view it through the prism of "hiring" technology to enable jobs to be done better and faster. Doing this requires the successful integration of two historically opposed approaches: a consumer-like frontend for ease of use and a strong enterprise backend for stability, security and to support integrations. Now more than ever, you must know who will be using the technology, how they will use it and in what jobs. Then, be sure your technology successfully addresses all of their needs. ■■

Elik Jaeger is President & CEO at SuiteSpot Technology, frictionless facilities management PropTech for multifamily operators.



FOR THE GREATER GOOD

Coinamatic employees walk, run & ride for Childhood Cancer Canada

BY ■ SUSAN REYNOLDS, DIRECTOR, MARKETING COINAMATIC CANADA INC.

This past May, Coinamatic employees set an aggressive goal of raising \$15,000 and were successful in exceeding it—raising \$22,251 for Childhood Cancer Canada with the 2021 Walk/Run/Ride Campaign.

In 2012, Coinamatic employees were asked to put forth a variety of charities that they'd like to support, and after a series of presentations and a company-wide vote, the choice was Childhood Cancer Canada. Since then, by way of voluntary employee deductions with company match, along with employee-planned events each year, the support has been going strong. Coinamatic and its employees have donated over \$360,000 to Childhood Cancer, which represents 240 Survivor Scholarships.

Unfortunately, in 2020 we were unable to hold an event due to the pandemic, however in 2021 we determined we could safely participate with outdoor activities following strict guidelines—and the Walk/Run/Ride Campaign was developed.

Running from May 8 through 15th, employees could choose their activity and participate individually or as part of a team.

Teams included:

- Baby Got Track
- Coinamatic Leadership Team
- Dispatch Ninjas
- Every Dollar Counts—Finance Team
- Game of Phones—Call Centre
- Sales

- The A Team
- The Good Girls of Wasaga Beach
- The Woodsticks
- Wash This Way
- Western Canada Route Sales

Points were earned based on fundraising, social media interactions, recruiting and activities.

- The Top Team was "The Good Girls of Wasaga Beach" with 6,972 Points, raising \$5,867 for this great cause.
- Top Team Participant was Jason Silvera with 3,243 points. Jason's "The A Team" came in a close 2nd raising \$5,698.96!
- Top Individual was Charlene Severin with 1,549 points.

Special thanks to the organizing committee led by Western Sales Representative Dan Posa, and to Charlene Severin for creating some great marketing collaterals to promote our event. Extra special thanks goes to all our friends, families, clients, customers, and suppliers who supported the cause, and of course, the Childhood Cancer Foundation Team. We look forward to creating another fun, successful event next year!

ABOUT CHILDHOOD CANCER

In Canada, approximately 1,500 children under the age of 19 are diagnosed with cancer annually— which has a devastating effect on parents, siblings, extended-families, friends, and communities across Canada. While today approximately 80% of children survive cancer, over 50% face life-long physical, neurological, emotional, and cognitive challenges due to both the disease and the treatment. Childhood Cancer Canada supports families who have been impacted, with programs that include:

- Empower Packs provided to children newly diagnosed with cancer
- COVID-19 Emergency Fund for families in active treatment who have been financially impacted by the pandemic
- Survivor Scholarships for survivors with post-secondary academic aspirations
- The Benevolent Fund, which provides financial assistance to cover costs of a child's funeral

The foundation is also the primary charitable funding partner of clinical trials and childhood cancer research for C17 which is comprised of leading pediatric oncologists and hematologists in Canada.

If you would like to learn more about Childhood Cancer Canada Foundation please visit www.childhoodcancer.ca

Susan Reynolds is Director of Marketing at Coinamatic Canada, Inc.

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THE HEAT IS ON

Rules and policies for window air conditioning units

BY ■ KRISTIN A. LEY, PARTNER, COHEN HIGHLEY LLP LAWYERS

As the summer weather heats up, the attention of landlords and tenants often turns to air conditioning and how to keep indoor spaces cool. But following the tragic death of a child caused by a tenant's dislodged window air conditioning unit, many landlords have either banned window air conditioners or have implemented rules and policies around their installation and use. In light of the tragedy, if a unit were to fall and injure or kill someone, the liability could be substantial unless the landlord undertook the appropriate steps.



It is important for landlords to communicate to tenants the risks associated with the use of window A/C units and educate them as to the liability that would befall both the tenant and the landlord should a unit become dislodged and cause injury or property damage.

Most professionally drafted leases require that a tenant obtain the consent of the landlord before installing and using an additional appliance in the rental unit. An air conditioner installed in an exterior opening of the rental unit is such an appliance and the clause can be relied upon to identify the terms upon which an air conditioner may be installed and used in a building opening.

Items that a building owner will want to have addressed in an A/C installation and use policy include the following, in addition to any other property-specific or local municipal requirements:

- the tenant's confirmation that the air conditioning unit is capable of use and operation under the existing electrical wiring;
- the tenant's confirmation that a maximum separation distance from the bottom of the unit to a balcony or ground level has been identified (e.g. one metre) along with the landlord's subsequent review and approval;
- a term specifying that an electricity charge for the use of A/C units may be applied where electricity is included in the rent;
- a term specifying that if a tenant wishes to install a window A/C unit that does not meet the one metre exception, proof of professional installation is required, along with the execution of a waiver with the tenant assuming all liability and risk for the installation; and
- a term addressing accommodations as required by the *Human Rights Code*

The City of Toronto and some private landlords have sourced, and in some cases provided, in-suite floor model A/C units to tenants. Under the *Residential Tenancies Act, 2006*, in addition to a landlord and tenant being able to agree to a separate charge for electricity use associated with an air conditioning unit, the parties can also agree to a rent increase with respect to the provision of the air conditioner itself. The floor units are a safe and effective alternative to the window units and some models are even portable within the rental units themselves.

As the temperatures rise, landlords and tenants can stay cool with the peace of mind that comes from having taken appropriate action to prevent a further tragedy. ■



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EMERGENCY RESPONSE PLANNING IS KEY TO RESILIENCY

When catastrophe strikes, having a plan is critical

BY ■ BILL FENDER, SVP COMMERCIAL PROPERTY PORTFOLIOS, FIRST ONSITE PROPERTY RESTORATION



Building resiliency into our homes and businesses sometimes seems like a mammoth task. When we take the issue apart and address it in smaller pieces, the road to resiliency for rental housing providers gets a lot smoother. Having a plan, which includes a good supporting cast of contractors and a restoration partner, can help make every building more resilient, and in the case of a catastrophe, allow buildings and residents to get back to normal much faster and more smoothly.

Every business is at risk of interruptions and disruptions. First Onsite's Business Preparedness Survey of 500 Canadian businesses, found that four-in-five Canadian companies have been interrupted for one of several reasons over the past five years. Major incidents can include anything from wildfires to full-scale floods, ice storms and hurricanes. However, it doesn't have to be a weather-related event to take a business offline as we have seen through the pandemic lockdowns.

Of those who have experienced one or more interruptions, 77 per cent reported being impacted by the COVID-19 pandemic, despite it existing for just over one year. Other major interruptions cited include:

- communication outages (45%)
- winter storms (43%)
- natural and mechanical flooding (23%)
- wind storms (20%)
- wildfires and structural fires (12%)
- earthquakes (1%).

Only one-in-five Canadian businesses reported experiencing no interruptions.

EMERGENCIES STRIKE WITHOUT WARNING...


Creating a preparedness plan can accelerate a rental housing provider's recovery and encourage business continuity, despite setbacks. Building maintenance and emergency response planning go hand-in-hand. While the pandemic is a once in a century event that no one was prepared for, it has triggered a focus on having better plans in place. Since the start of COVID-19, the survey indicated that half of businesses have increased the priority on disaster preparedness.

When we think about resilient buildings, we often think of the worst-case scenarios affecting operations. What we often fail to consider is that sometimes it is the little things that can cause the biggest issues, especially as they're neglected over time. For example, leaky valves or small pin hole leaks in pipes that are unattended can lead to big problems down the road. Maintenance of buildings is equally important for avoiding property disasters.

For those that have made resiliency top of mind, having a restoration provider in place should be the next step in their emergency planning. The survey revealed that only 28% of businesses have a preferred property restoration partner already in place.

Restoration partners are able to assess your facility prior to an event, meaning they will have an understanding of the infrastructure within. When a disaster strikes, they already know the needs of the rental housing provider and can be on site immediately to begin remediation, leading to a quicker recovery and minimized disruption. While restoration companies can provide a range of benefits, the survey highlighted what businesses value most—speed of response (47%), knowledge and expertise (39%), and "gets my business back online, avoiding long-term disruption" (36%).

Disaster plans, once only required for government, are now being insisted upon by corporate boards, bond rating agencies, investors, insurers and customers. Once plans are in place, it is critical to test them on a regular basis.

A lot of the businesses have effective plans created, but they don't test them, nor do they update them. People and property managers come and go, so testing these plans on a regular basis is extremely critical to ensure rental properties earn consistent revenue streams, and face limited disruptions to operations, and minimal inconvenience to tenants. 

For more information on emergency preparedness, visit www.firstonsite.ca



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Noteworthy news and updates from our Platinum Corporate Sponsors

OUR INCLUSION & DIVERSITY JOURNEY.

We are on a journey to build a more inclusive culture, so all of our people can build amazing careers, to drive positive change in our communities, and to give our customers the best possible experience. Creating a culture of inclusion where everyone feels they belong, where diversity is embraced and where we stand against all acts of hate, racism and discrimination is core to who we are as a company.



WYSE METER SOLUTIONS WAS RECENTLY NAMED AMONG THE INDUSTRY'S ELITE COMPANIES, WHILE SIMULTANEOUSLY SURPASSING A MILESTONE THAT SIGNALS MORE SUCCESS ON THE HORIZON.

This year, the Canadian Federation of Apartment Associations (CFAA) honoured Wyse with a trio of top awards, including the 2021 Supplier Council Member of The Year, 2021 New Product or Service of the Year, and 2018-2020 Best Product or Service of the Year. The latter two awards recognized the company's Renovation Water Submetering Solution.

"These awards celebrate our people and partners who work every day to create a more sustainable future for Canada – one where individuals have a direct impact on the world around them," Wyse CEO Peter R.J. Mills said.

The awards came as Wyse surpassed 200,000 suites under contract, an important milestone that recognizes the company's commitment to building stronger and more sustainable homes, communities, and businesses across the country.

"At Wyse, we know that each suite we meter represents a home," Mills continued. "Hitting this milestone now, during a time when our homes have meant just a little bit more to each of us, reminds our team of the important role we play in so many lives."

Join us in that journey at sales@wysemeter.com.



CND CORPORATE FRPO SPONSOR

Overcoming the challenges caused by COVID has manifested in unimaginable support and solidarity. In the last 38 years, Yardi has dedicated resources towards innovating, inspiring and servicing the real estate industry with leading software solutions, giving us the opportunity and privilege to donate millions of dollars to Canadian organizations. Yardi will continue to focus on our philanthropic work and collaborate with local organizations to strive for a stronger and healthier economy. We invite you to join us on this mission to lead with empathy and diversity to create a better Canada.



WEBINAR ROUND-UP

A look back at recent online sessions

ECNG SENT AS A WORD FILE NEED ORIGINAL VECTOR LOGO

SAVE ON ENERGY ELECTRICAL INCENTIVES PROGRAMS WEBINAR – MARCH 24TH

This session was generously sponsored by ECNG and provided members with an update from the Ministry of Energy on the Province's Large Building Energy & Benchmarking Program as well as the Save On Energy CDM framework which launched this past January. ECNG also provided an overview of the current electricity market and the ECNG/FRPO Hydro program that is available to members.



RESIDENTIAL TENANCIES ACT WEBINARS

These sessions took place throughout the month of April with over 500 attendees taking part. This year's presenters highlighted COVID best practices, documenting your tenant files, changes to LTB procedures and as well as a summary of recent case law decisions. Thank you to this year's sponsors for their strong support and we look forward to seeing everyone at next year's events.



MO'VE WITH MO FOR MENTAL HEALTH AWARENESS WEEK – MAY 5TH

This special presentation was held on May 5th in recognition of Mental Health Week featuring international fitness ambassador; Maureen "Mo" Hagan. Mo's session was an empowering one-of-a-kind 60-minute event consisting of 20 minutes of healthy conversation, followed by 20 minutes of movement and 20 minutes of question and answer. Thank you to Mo and the Canfitpro team for this unique experience.



HOW INCENTIVE PROGRAMS CAN HELP REDUCE YOUR ENERGY COSTS AND IMPROVE YOUR BOTTOM LINE – MAY 12TH

In this session, Gerry Box and Michael Afrousheh provided a thorough overview of Enbridge Gas' Energy Efficiency Programs for both commercial and multi-family buildings. Highlights included recent case studies, incentives and solutions that are designed to offset capital upgrade costs, reduce energy consumption and improve your bottom line.





CRB LAUNCHES “CONSCIOUS LIVING”

A Living GREEN Together Campaign

BY ■ TED WHITEHEAD, DIRECTOR OF CERTIFICATION, FRPO CRBP



Although we cannot yet declare an overwhelming victory over COVID 19, positive signs and trending models indicate that virus rates are dropping, thanks to physical distancing measures and vaccines. Now 15 months after the pandemic began, we can look forward to emerging from isolation and living normally again.



Post-COVID, Canadians have become increasingly aware of the environmental issues impacting the air we breathe, affecting our health and the wellbeing of the planet. Issues like carbon emissions which pollute the air and lead to climate change, global warming, and disease-causing microbes, while underscoring the inequalities of health care, infrastructure, housing and basic human requirements. The magnitude and complexity of these environmental challenges is such that no single person can begin to resolve them. It will take all of us, united in choices we make, to overcome these enormous challenges—a collective conscious.

WHAT IS LIVING GREEN TOGETHER CONSCIOUS LIVING CAMPAIGN?

Conscious Living means living life with purpose and meaning. It's about being aware of our lifestyle and our surroundings. When aligned with the CRB Living GREEN Together program, it means the decisions we make not only

lead to improved wellness for ourselves, but also reflect on the betterment of our community and the environment around us. For example, by choosing to limit or eliminate your use of plastic bottled water, you are making a choice to reduce carbon emissions and reduce plastic contamination. We have all heard and read about the damaging effects of plastic. In North America, where over 70 million plastic water bottles are thrown away each day resulting in over 35 billion empty water bottles tossed annually, the problem is massive. A startling fact: only 12% are being recycled. Our landfills and oceans are filled with plastic contamination and it's getting worse! We can all make the "conscious living" choice to eliminate our use of bottled water by adapting to eco-friendly water bottles and recycling any plastic that comes our way.

JOIN THE CONSCIOUS LIVING CAMPAIGN!

For this program, we are working with local, eco-friendly, and sustainable companies to create a collection of curated products that will make up our unique "Conscious Living" Box contest. These products are meant to help inform others on how to make better lifestyle choices. We have injected a bit of fun into our campaign and are creating 100 of these amazing Conscious Living Boxes as part of a contest giveaway. CRB Residents will have the opportunity to fill out an entry form for their chance to win! Please join our social channels to follow the excitement. All CRBP members will be contacted directly to participate in this contest event.

On a final note, I would like to thank Creativo Advertising—specifically, Maria Arango and her team—for their creative brilliance in bringing this campaign together for FRPO's CRBP. 🙌

For more information, please contact Ted Whitehead twhitehead@frpo.org
































































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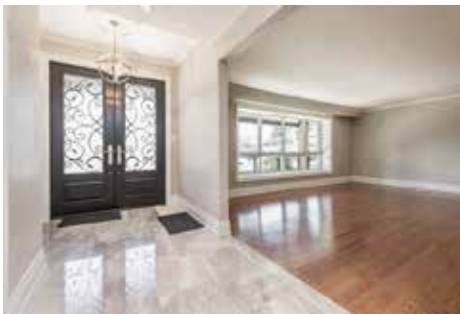
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