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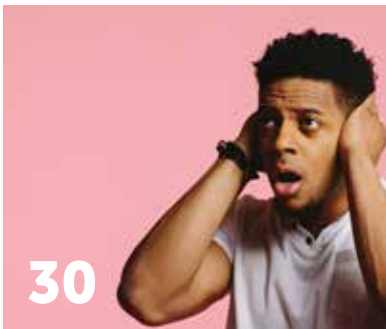
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FRPO'S FAIR EXCHANGE OF
RENTAL INDUSTRY NEWS

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

EDITOR: Lynzi Michal • x22
lmichal@frpo.org

A PUBLICATION OF:



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REFLECTING ON A DECADE OF GROWTH

I recently celebrated my ten-year work anniversary with FRPO and thought it fitting to do some reflection. It's hard to believe that ten years have gone by already. In the last decade, we have seen FRPO and the industry evolve rapidly. Legislation continues to change depending on the government of the day, staff have come and gone, our member companies continue to grow and rental demand has hit new highs.

One thing that has remained constant is our members' desire to provide high quality housing for renters in Ontario. FRPO members are active in the housing debate while promoting fair and balanced policy to better serve the needs of their residents. As a group, we each play a role in shaping rental housing in Ontario. We are fortunate to have veterans of the industry always willing to participate on committees and at the board level, site staff that constantly go above and beyond for their residents and member organizations that are giving back to the communities they work in.

I have been fortunate to work closely with many of you, including our sponsors who continue to generously support our efforts. Thank you for helping to make our events and initiatives a success. As many of you know, when you work with a small team with

big output, your assistance and enthusiasm really makes a difference. I'm constantly inspired by the work each of you do and so grateful to call many of you my friends after all these years. Prior to working at FRPO, my experience in housing was that of a renter. Having lived in some of your buildings, I understand the difference you are making in people's everyday lives. I have seen the hard work of your site staff on a daily basis and their dedication to ensuring their communities are well managed for their residents.

FRPO is a team and I'd be amiss not to mention my colleagues. Throughout my career, I have worked in several industries and can honestly say that the team at FRPO is tremendously talented. The team, both past and present, remains dedicated to improving rental housing in Ontario for both residents and operators. I am very fortunate to work with such a great group of people from whom I have learned so much. Thank you to my teammates and our members for making this a great ten years. I look forward to many more milestones with FRPO.

LYNZI MICHAL

Editor, FE magazine
Director of Membership & Marketing, FRPO



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THE HOUSING SUPPLY ACTION PLAN

Bringing more new suites to market faster



TONY IRWIN
President & CEO
FRPO

On May 2nd, Ontario Housing Minister Steve Clark announced the much-awaited Housing Supply Action Plan: More Homes, More Choice, and introduced Bill 108 in the Legislature to enact it. This is the culmination of dozens of consultation sessions FRPO attended over several months with the ministry. The Plan adopts several key recommendations FRPO made in our submission in January, and proposes changes that would streamline the development approvals process, make costs and timelines more predictable, and simplify the steps for getting new purpose-built rental units to market. This is great news and long overdue. Here are some highlights:

Planning Act

Schedule 12 of the Bill proposes changes to the Planning Act that would help make the planning system more efficient and effective, increase housing supply in Ontario, and streamline planning approvals.

If passed, the proposed changes would:

- Streamline development approvals processes and facilitate faster decisions;
- Increase the certainty and predictability of the planning system;
- Support a range and mix of housing options, and boost housing supply;
- Make charges for community benefits more predictable, and;
- Make other complementary amendments to implement the proposed reforms, including how the proposed changes would affect planning matters that are in-process.

Amendments to the Planning Act are also proposed to address concerns about the land use planning appeal system. Proposed changes would broaden the Local Planning Appeal Tribunal's jurisdiction over major land use planning matters and give the Tribunal the authority to make a final determination on appeals of these matters based on the best planning outcomes which will curb NIMBYISM and bring more new suites to market faster. The government has also committed to hiring more adjudicators and case management powers to address the backlog of applications.

The province is also giving itself more power to fast-track and intensify new housing around major transit stations and in some employment lands, which was another FRPO recommendation to address the 100,000 units needed over the next decade to address to supply gap.

Development Charges Act


Schedule 3 of the Bill proposes changes to the Development Charges Act that would reduce costs to build certain types of housing and provide greater certainty related to government-imposed fees and charges that should shift the project economics for some purpose-built rental projects from not viable to viable.

If passed, the proposed changes would:

- Lock-in DC's for hard services at the earliest of the date of sub-division approval, zoning application or site plan application
- Defer DC's for purpose-built rental projects until occupancy, and then be payable over five years.
- Combine Section 37 benefits, parkland dedications and soft services DC's into a single "community benefit charge" that will be capped and set based on a percentage of the value of the property.
- Some housing types will be exempt from the community benefit charge through regulation, possibly purpose-built rental.

The government has also acknowledged that delays at the Landlord and Tenant Board are too long, and promises to hire more adjudicators. FRPO anticipates further discussions with government regarding reforms to the LTB system in the coming months.

The Housing Supply Action Plan: More Homes, More Choice, coupled with the removal of rent control for new units occupied after November 15, 2018 are significant steps to increasing rental supply and making sure renters across Ontario have more choices to call home. Through hard work and tireless advocacy our voice was heard!

FRPO will continue to work with government to tackle the housing crisis by creating more available and affordable rental options across Ontario, while also advocating for a better overall operating environment for our members. 

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UPCOMING INDUSTRY EVENTS

JUN
20

SET SAIL WITH FRPO

Jun 20, 2019 6:00pm

to 9:00pm

Queens Quay Terminal

Join FRPO as we set sail through

the Toronto Harbour and Island Waterways on June 20th from 6pm-9pm. Departing from the Queens Quay Terminal, guests will enjoy a two hour scenic cruise of the local area on "The Showboat". Each registration includes a complimentary drink ticket and a variety of delicious eats. A cash bar will be available and a DJ will be on board to provide entertainment. This members-only event is a great way to network with others in the industry or enjoy a fun night out with your team. This event is now sold out.

JUN
26

APARTMENTALIZE

Jun 26, 2019 8:00am

to Jun 29, 2019 2:00pm

Denver, Colorado

[Link to Website](#)

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

JUL
22

FRPO CHARITY GOLF CLASSIC

Jul 22, 2019 11:00am

to 8:00pm

Rattlesnake Point Golf Club, Milton

The FRPO Charity Golf Classic will be held on Monday, July 22nd at Rattlesnake Point Golf Club in support of Interval House. Registration is now open at www.frpo.org. We suggest registering early as this event will sell out quickly. Registration will take place from 9:00 am to 10:45 am with a Shotgun Start at 11:00 am sharp. Dinner & Silent Auction will run from 5:00 pm to 7:30 pm. (Please note that dinner times are approximate as it depends on the speed of play.)

SEP
04

CANADIAN APARTMENT INVESTMENT CONFERENCE

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

Metro Toronto Convention Centre

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

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

Exceptional opportunities for networking will be available throughout this year's conference. Attendance at the Canadian Apartment Investment Conference may 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. In keeping with the strong reputation of the Forums, the conference will present high quality speakers on very topical issues at a relatively low registration fee. Due to the continued interest in the multi-unit residential sector from private buyers, pension funds, international investors, institutions, and publicly traded real estate entities, we are once again expecting a sold out event. We hope you will take advantage of this very informative event.

DEC
04

THE BUILDINGS SHOW 2019

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

2019 4:00pm

Metro Toronto Convention Centre

The Buildings Show is the leader in sourcing, networking and education for the North American design, architecture, construction and real estate communities. The Show is home to Construct Canada, HomeBuilder & Renovator Expo, IIDEXCanada, PM Expo and World of Concrete Pavilion, and together they create the largest North American exposition for the entire industry. The Toronto Real Estate Forum also happens concurrently. More than 30,500 trade professionals attend the Show annually to discover new innovations across the building industry and source the latest materials, products, tools and technologies from more than 1,600 Canadian and international exhibitors. Through the Show's comprehensive seminar program, attendees can choose from 350+ seminars, panels, keynotes and roundtables led by a roster of 500+ industry experts and in addition tours, awards, parties and association meetings. Topics include: best practices, leadership, building codes and regulations, sustainability, new approaches to construction, technology and design trends in housing, healthcare, education, retail, workplaces, accessibility, hospitality and wellness. The Buildings Show takes place at the Metro Toronto Convention Centre from December 4-6, 2019.

DEC
05

2019 MAC AWARDS GALA

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

Metro Toronto Convention Centre

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

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A MODEST IMPROVEMENT ON THE HORIZON

The new accelerated CCA rate

BY JOHN DICKIE, PRESIDENT, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

While the federal government has long been reluctant to improve the tax position of rental housing, the government recently made a small improvement for some investors who acquired property after November 20, 2018. That is an accelerated Capital Cost Allowance (CCA) for depreciable capital property, including rental buildings.

Instead of being able to claim 2 per cent CCA in the first year, a new owner can claim 6 per cent in certain circumstances. However,

many owners cannot claim the full CCA in the first few years of owning a property because CCA cannot be used to create or increase a loss. In other words, while a property is losing money, CCA cannot be claimed at all.

That said, if the property has net income in the first year, then the enhanced CCA can be claimed to postpone the income to later years, which postpones when the income tax on the income needs to be paid. Investors who plan to use the new accelerated CCA rate should be careful, because the increase in the CCA rate for the first year is due to expire in 2028.

CFAA has long sought an increase in the CCA rate. That change would improve development proformas now, while the modest decrease in tax revenue will mostly occur in the future.

Besides seeking a higher CCA rate, CFAA has also sought other measures which would make the CCA more useful, such as the ability to pool assets so that CCA on one property can apply against income from another property, or the elimination of the rule preventing CCA from creating or increasing a loss.

In addition, we want to expand and clarify the ability to claim expensive building



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improvement work as repairs (rather than capital improvements), even though the work provides a better item for the building than the item that was replaced (e.g. replacing mid-efficiency boilers with high efficiency boilers).

We received a positive reaction from the Department of Finance officials we met to make that pitch, and have acquired support from the Minister of the Environment and Climate Change and the Minister of Natural Resources.

The meetings were organized by Robert McCreight of the Capital Hill Group, who is CFAA's new lead external government relations person. We met the officials with Robert and with Len Farber, a consultant on tax policy, who was the General Director, Tax Policy Branch, at the Department of Finance from 1973 to 2005. Len's unique insight has helped to hone our tax reform message, focusing on what stands the best chance of success.

All CFAA's proposals should benefit many landlords or developers directly, and benefit all

landlords and developers indirectly by making rental housing a more attractive investment.

All the proposals are pitched as ways of increasing housing supply in order to improve affordability. In doing so, CFAA is showing the government that by working with the rental industry through those measures, they will also be advancing their goals to address climate change, and to improve housing affordability conditions in Toronto, Vancouver and everywhere in Canada.

With a Federal election set to occur in October 2019, now is the best time to influence the parties' election platforms. If the on-going CFAA direct membership drive continues to raise the necessary funding, CFAA will continue with Robert's work throughout this summer and into the future, to solidify and advance CFAA's total lobbying efforts. 🏠

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



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DRIVING HOME **OUR MESSAGE**

Tony Irwin addresses key decision-makers at the Empire Club

FRPO President and CEO Tony Irwin was invited to speak at The Empire Club, one of Toronto's most influential and prestigious speaker platforms. Sponsored by Yardi Canada Ltd. and Minto Apartment REIT, the event was a great success. Before more than 150 housing-industry leaders, government decision-makers and business executives,

Tony highlighted the #rentON campaign and drove home the key barriers and solutions to rental supply, using real-life examples that resonated with the audience.

Tony began with an anecdotal story that demonstrated how policy barriers can hinder the process in bringing new purpose-built rental units to market. A proposed new rental building in Dundas,

Ontario, a community with historically one of the tightest rental markets in Southern Ontario, experienced a nearly six-year delay for a project that was seeking density consistent with the neighbourhood. By the time the project was approved the cost of development had significantly increased, and feasibility had become another barrier.



This story hit home for many in the audience, which included Deputy Minister of Municipal Affairs and Housing Laurie LeBlanc, and Toronto City Councillor and housing advocate Ana Bailao.

Tony outlined many other policy barriers that contribute to the rental housing supply gap, including:

- Development charges
- Reducing land costs
- Gentle density
- Faster building approvals
- Mid-rise purpose-built rental
- Unfair property tax for apartment building
- Improving the process for above-guideline increases
- NIMBYism

This impactful speech resulted in a Toronto Star story that was reprinted in several

newspapers across southern and eastern Ontario.

Ana Bailao was quoted in the article stating: “We need to give priority for rental in this city. We know when a piece of land comes up for development, the economics always favour condo. As we develop policy at a city and provincial level, we need to take those things into consideration and have more of a level playing field.”

As FRPO continues to advocate for more rental choice for Ontarians, Tony has taken on speaking engagements throughout the province, including well-received presentations to the Rotary Club of Hamilton and the Rotary Club of London.

FRPO drives action with awareness, by providing new audiences across the province with solutions and tactics to ease the housing supply crisis. 🇨🇦

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Visit <https://www.mediaevents.ca/empireclub-20190226/> to listen to Tony's Empire Club Speech.



THE TECH-SAVVY TENANT

What Canadian renters want from their internet and entertainment

BY STEPHANIE COOPER

It's a communications revolution, and renters want in. No matter their location or accommodations, today's tenants want high-speed connections, cutting-edge entertainment, and the tools to connect with friends, family, and co-workers across the globe.

"Canadians have the same expectations for their internet, TV, and phone services regardless of where they live," says Greg Stokes, Director of Sales with Rogers Communications. "They want fast, reliable, and top-quality access to their networks – and they want it on their terms."

It's a far cry from when basic cable and dial-up internet were enough to fill units. To meet these tech-savvy demands, the telecommunication industry is forging stronger inroads with multi-residential owners/managers to bring industry-leading internet, phone, and TV services to Canadian tenants.

For example, says Stokes, "Our network is already 90% hybrid fibre-coaxial, which allows us to maintain more than one-gigabyte speeds through our Ignite Internet service. That translates to 4K entertainment, next-gen streaming, and lightning-fast online activity, which is not only what modern tenants want, but what they are coming to expect."

CONNECTIVITY AND CONTROL

Internet Protocol television (IPTV) is fast becoming the future of home entertainment. The technology uses lightning-fast internet speeds to deliver 4K visuals, crystal-clear audio, and

reliable streaming entertainment. Surely, the options for entertainment and online connectivity are expanding. At the same time, says Stokes, people are craving more customization and control: "The advance of streaming, cloud-based platforms, and mobile technologies has opened up so many ways for customers to get content, but it can be overwhelming. Customers want those options, but they also want them to be streamlined, user-friendly, and available when and where they prefer."

To that end, Rogers has designed its services like Ignite TV to facilitate what it calls an "effortless TV experience." Features that have proven popular with its customers include user-friendly search interfaces (including Netflix and YouTube); voice-activated controls; mobile streaming apps; and advanced parental controls.

Part of that control also means enabling renters to enjoy their content on their terms, whether within the comfort of their apartment or on the go. Herein, Stokes says mobile streaming apps; download & go functionality;

and cloud PVR capabilities are also gaining in popularity: "Customers are becoming accustomed to tailored, mobile, and on-demand service in all aspects of their lives, so it's no surprise they expect that level of control over their home entertainment."

TO EACH THEIR OWN

Tenants may share the same expectations for internet and TV, but individual needs will always vary. As such, it's important to offer choices when it comes to packages and pricing.

"There are no cookie-cutter solutions; it all depends on the customer's needs," agrees Stokes. "A family with three teenagers is going to have different needs than that of a single professional, which is why we always make sure to determine who is using the service, how often they intend to use it, how many devices they may require, and even when they plan on using it the most. That way we can advise them on what packages might work best and cater a solution – and price – for them."

It doesn't matter where Canadians call home. Expectations for fast, reliable, and consistently exceptional internet, TV, and phone service is universal. And as those expectations evolve, it pays to align with telecommunication partners who can keep pace. 📺

Greg Stokes is Director of Sales with Rogers Communications. Rogers Communications Canada Inc. is Canada's largest provider of wireless communication services and one of Canada's leading providers of cable television, high-speed internet and telephony services to consumers and businesses.

CHANGE IS ON THE WAY

New policies to drive more rental supply

BY LYNZI MICHAL

As rental housing providers, we've seen first-hand how policy barriers have restricted apartment development and created the rental housing supply crisis. So, it's a relief for renters and those of us who provide rental housing to know that policy changes that can make a real difference are on the way – and some are already having an impact.

The Province's recently released Housing Supply Action Plan outlines major policy changes that have the potential to increase rental supply by making it easier to build more new housing.

First of all, proposed changes to the Local Planning Appeal Tribunal (LPAT) will correct some of the overreach of the previous government when it eliminated the Ontario

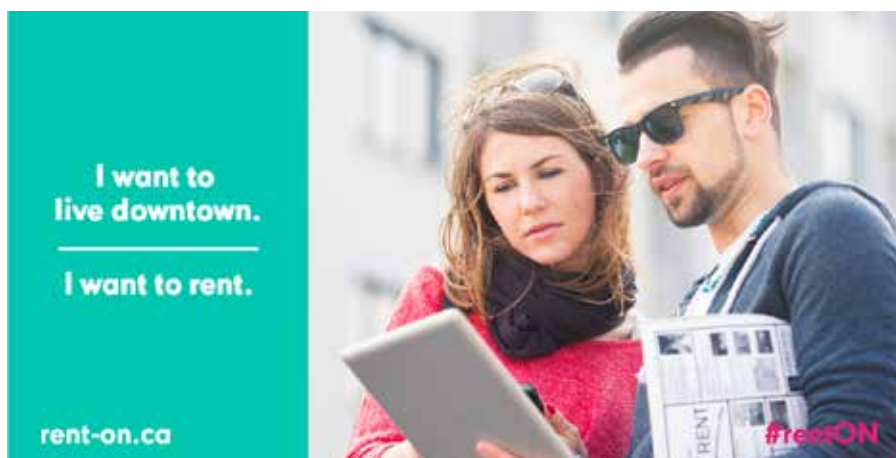
Municipal Board. If passed, the changes will curb NIMBYism and allow for faster approval times to bring more new housing to market. The government is proposing to:

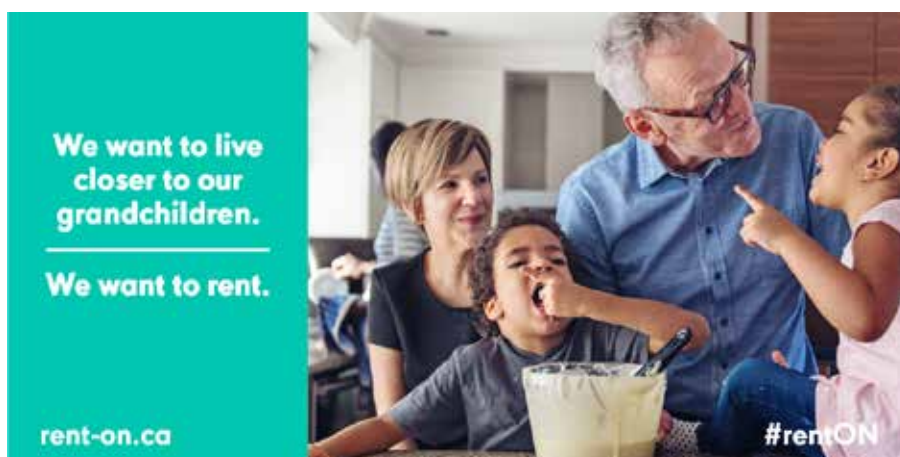
- Hire more adjudicators
- Ensure the Tribunal has the powers and resources needed to make timely decisions
- Allow the Tribunal to make the best planning decisions when a local Council decision has been misguided
- Remove restrictions on a party's ability to introduce evidence and call and examine witnesses at hearings, and
- Charge different fees and move towards a cost recovery model, while allowing community groups and residents to maintain affordable access to the appeals process.

Another factor in the skyrocketing cost of building has been increasing municipal development charges. The proposed changes to the Development Charges Act will:

- Reduce the costs to build rentals by postponing development charges until the buildings are rented, then spreading charges over five years after occupancy
- Eliminate development charges for priority housing types, like second units added to a home
- Fully cover municipalities' waste diversion costs, and
- Make the costs of development clear from the outset, since development charges are usually passed on to consumers.

The changes in More Homes, More Choice will encourage developers to build rental units, instead of strictly condominiums, increase choice for tenants and reduce long-term pressure on rents.





An earlier policy change by this government is already having an effect. Since the removal of rent control for new projects, new rental supply numbers in the GTA have spiked upwards, after years of minimal growth. The immediate industry response demonstrates how important the right policy changes can be.

According to a new Urbanation report, the number of purpose-built rental apartments

that opened their doors to tenants in the GTA reached a 25-year high of 1,849 units in the first quarter of 2019. That is almost five times the number of new units added per quarter in recent years.

The report also finds that the pipeline for new supply is ballooning, with applications filed for almost 43,000 new units of purpose-built rental housing, nearly 50 per cent higher

than just two years ago. The massive growth in applications is hardly a coincidence – it shows rental providers were anticipating and responding to the promised change by the government.

Although more is needed to meet demand, the major steps the provincial government is taking is evidence that they are taking the need to increase supply seriously.

FRPO President and CEO Tony Irwin echoed this sentiment in an interview with Canadian Real Estate Magazine: “It demonstrates there will be more projects going forward, more rental projects coming online, and the number of new projects is increasing...It’s good news for rents and the housing market in general.”

We’re seeing great results. We invite FRPO members to continue promoting the Rent ON movement and help us get the word out as we continue to drive our message on the need for more rental housing. 🏡

Visit www.rent-on.ca or join the conversation on social media using the hashtag #rentON. You can also contact Lynzi Michal at lmichal@frpo.org

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PREPARING FOR A SMART FUTURE

How big data & AI will transform multifamily operations

BY PETER ALTABELLI

As a multifamily professional, you already know how disruptive real estate technology can be. Each year brings new products and processes that impact the way your company does business.

For CEOs, COOs, asset managers or operational managers, the new buzzwords are big data, predictive insights and prescriptive analytics. But what do they mean for multifamily? And what opportunities do they bring?

Learn how big data and Artificial Intelligence are poised to transform multifamily operations, what the benefits are and how to best position your company for success as an early adopter when these technologies become available in Canada.

1.

BIG DATA INCREASES VISIBILITY

Big data is a term for the complex data sets that are captured, stored and managed by businesses on a day-to-day basis. Your organization already has this data. Depending on your company, it probably includes personal contact information, unit vacancy times, maintenance costs and more.

But are you able to access this data easily? And is it structured in a way that increases visibility into your operations? When your data is clean and centralized, you can use technology to learn more about your business. For example, big data can tell you how long the average vacancy is per property or across a portfolio, then you can focus on outliers to make improvements.

Big data provides quick and accurate answers, so you no longer act based on guesses or assumptions.



2.

PREDICTIVE INSIGHTS MINE DATA FOR TRENDS

Predictive insights are a result of machine learning, a component of artificial intelligence (AI) that uses historical information and correlates multiple data points from your big data set to make predictions about the future.

Using a variety of statistical techniques from data mining, predictive insights model your data and analyze current and historical information to speculate about the future, including scenarios you will likely encounter. For multifamily, predictive insights can be used to forecast expenses, occupancy rates, pricing and other critical data points that impact your bottom line.



3.

PRESCRIPTIVE ANALYTICS RECOMMEND ACTIONS FOR OPTIMAL RESULTS

When predictive insights inform recommended actions, you have prescriptive analytics. This takes it one step further, using insights from your operational data combined with market data to recommend next steps that will help you meet financial and operational goals.

For example, suppose you use predictive insights to forecast availabilities, and you see that you will have 50 vacancies to fill in the next quarter. You can also see that you have 550 leads in your pipeline, but using big data, you know that an average of 4% will convert. You will likely fill 22 units with the leads you have now, but what about the other 28? Instead of reducing rent or increasing ILS spend to get more leads that may or may not convert, you will be able to use prescriptive analytics to recommend the action that will have the biggest impact for the least spend. It will use big data and predictive insights to foresee vacancy increases or decreases and adjust your suggested marketing spend across multiple sources accordingly. It may even recommend increasing rent instead of decreasing it based on historical and competitive data.

4.

BENEFITS FOR MULTIFAMILY OPERATORS

Technology is coming that leverages deep market data, including current comps and imminent market conditions, so that multifamily operators can be more confident about everything from unit pricing to dispositions. In an app-driven world where having information at our fingertips is the norm, competitive businesses will take advantage of new asset intelligence tools that deliver insights at the click of a button to increase revenue, decrease expense and reduce risk.

Additionally, when you use big data and AI to increase visibility and take the guesswork out of monthly tasks, you reduce error-prone manual data entry and tracking, saving time and allowing staff to retrain their focus on creating a positive customer experience.



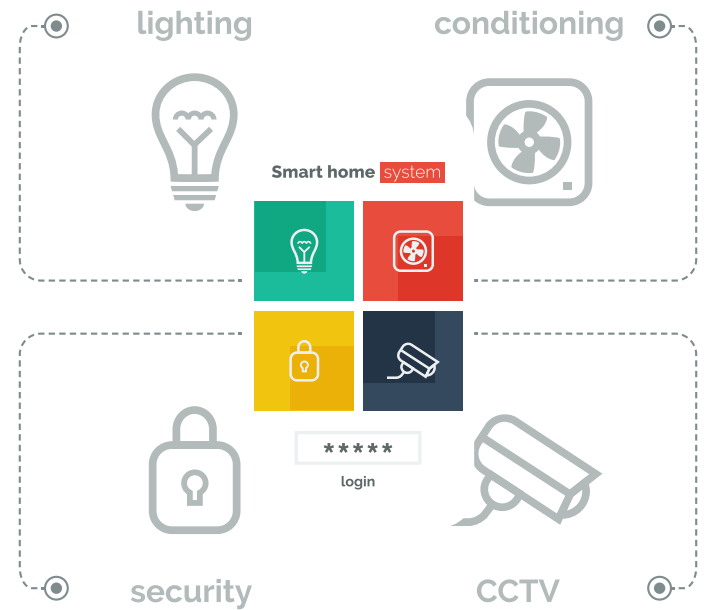
5.

BRACING FOR THE FUTURE

The biggest impact you can have on your business now is by more efficiently managing the data you already have. To prepare for the new age of asset intelligence, complete and clean data is a must. To achieve this, multifamily operators must centralize multiple data sources and operate on a single source of information to gain transparency and seamless interaction between systems.

Ask yourself: are you getting the most from your data now, and are you ready to take advantage of the transformative technology that's on the horizon?

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SMART TECHNOLOGY

FOR ENERGY MANAGEMENT

Monitor, manage and save with IoT

BY: STAFF WRITER, PMI

The Internet of Things (IoT) has taken the nation by storm. However, its value to an apartment operation is as varied as the nation's rental product itself. While home chore automation and security have inspired a surge of innovation and enthusiasm, a more direct and obvious driver of cost recovery is already in place for many apartment properties: energy management.

The ability to remotely monitor and control things in the physical world has already changed much of our everyday life, from how companies manage physical assets to how cities operate.

Being able to monitor, manage and acquire data on objects from anywhere has also enabled data-driven decision-making, further optimizing system performance, processes and operational intelligence.

McKinsey, a global research firm, estimates that the application of IoT in the area of residential energy management will save over \$110 billion in energy annually by 2025. In addition to residential automation, the research notes the impact of smart city initiatives. Municipalities that implement smart meters to reduce loss of electricity through distribution, and sensors to detect water leaks, are projected to add as much as \$69 billion in savings per year globally.

For apartment owners and operators, the value proposition on asset energy conservation is simple to prove, and with the right platform, not difficult to implement.

CONNECTING THE CONSUMER TO UTILITY CONSUMPTION AND ENERGY EFFICIENCY

IoT has come with a lot of buzz and even more hype inside the apartment world. Many promise disruption. Few connect the dots to ROI.

Further complicating the ability to quantify the payback is the fragmentation of the apartment business model. The apartment business is not a single business—but many businesses. These days, it's not even always apartments, but can be single family homes.

The automation of energy management is definitive on delivering ROI. Implementing energy management across different products, regions and payment models is driven by one thing: everyone uses energy. While complicated by disparate billing methods and more, much is being done to strengthen the connection from energy provider to consumer and to positively impact that relationship.

If we're unified on the goal of reducing energy consumption, how do we, as owners and operators, get there? And what is the value opportunity with the technology that's available now?

Just as Uber and others turned transportation into a service, so too do apartment operators have the opportunity to turn energy management into a service. It begins with data.

FACILITY IOT VS. HOME IOT AND THE EXPANSION OF ANCILLARY SERVICES

Facilities IoT includes equipment with sensors connected to a network. This ecosystem exchanges, stores and collects data which can be used to benchmark, analyze and economize a business operation.

Facilities IoT is the bedrock of many hotels, hospitals, factories—and apartments, at least in common areas. The history of energy management is found in environments with a single line of sight to the building owner, often with short term residents who were purpose-driven: hotel guests, hospital patients, and factory workers. These spaces are also workplaces.

Resident IoT includes light bulbs, dropcams, voice assistants—those devices, controlled over the internet that are portable and owned and operated by the resident.

Home IoT, on the other hand, includes features like smart door locks and thermostats. These devices belong to the apartment owner but are operated by the apartment renter.

In addition to the rented unit, apartment owners often include ancillary services as value-adds to residents. Ancillary services are where residents are offered features and services connected to their apartment. Those can include traditional services like internet, or newer services like notification of a package arriving in a smart locker.

The added capabilities provided by home IoT devices will make a new generation of ancillary services possible.

APARTMENTS ARE DIFFERENT

Apartments are homes. And apartments are facilities. Split incentives means the owner is responsible for the asset and the non-owner (renter) occupies the space. In office space, for example, building owners can adjust temperatures to find the perfect balance between cost and comfort. This is not possible with apartments, where control of the residents' space is private and protected.

For decades, federal agencies have worked to collect and identify the nation's energy consumption across all built environments in order to plan for future needs. Apartments are one of the last, but also one of the largest, sectors to benchmark energy usage. Acquiring whole building data has been fraught with challenge since resident utility consumption wasn't available under existing privacy laws. New laws and aggregated data have begun to open the doors to identifying paths to conservation.

FOLLOWING OTHER COMMERCIAL SECTORS

Buildings are far from static structures. The convergence of IoT and energy management has turned the built environment into a data-rich field. An effective energy management program can capture, communicate, and analyze crucial energy and operational data, and transform this data into tangible operational performance.

Environmental sensors for temperature, humidity, occupancy, and leak detection are game changers—when integrated as a whole property system. Meters already monitor utility consumption for water, air, gas, electricity and steam (WAGES). Analyzing this data and understanding what it means is a new degree of visibility and operational intelligence. Such diagnostics and control delivers significant movement in preventative maintenance and energy efficiency.


Connected sensors, meters, and controls create the physical infrastructure, as do computing gateways, software and the cloud. The key is putting the ensuing data stream to use. In an apartment environment, that means engaging both the operations team and residents with knowledge, while highlighting what's important.

Residents who are provided information on their energy consumption in real time, in a way that does not raise privacy concerns, are empowered to make positive changes. Controlling heat, lights and appliances remotely benefits everyone. Setting rules for actions like turning down the heat at night or turning on the dishwasher when electricity rates drop is a win for residents and owners. Such a system should provide notifications when it senses residents are wasting energy, for example, by having the air-conditioning on when they are away. Yet, it cannot be seen as hectoring and must be easy to use. Smart thermostats with default settings are high-value, particularly for student and senior properties.

While luxury and other higher-end market rate communities should focus on making certain facilities IoT integrates with resident IoT, the bottom line is data.


A unified platform gets relevant data to those who need it, as well as enabling information sharing and collaboration.

Essentially, integrating technologies to deliver better insight and, in turn, better performance is the fastest way to pay-off. A whole-system operation rests in the platform and its visibility into the widest view of data points. ■■



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Seminar Highlights



RENTAL HOUSING IN A HOT MARKET

FRPO's annual Residential Tenancies Act seminars kicked off in early April in Toronto and went on to London, Hamilton and Ottawa before finishing back up in the GTA. This year's theme looked at the challenges of operating in a hot rental market, as well as legislative changes and a thorough examination of recent case law. Over 600 attendees took part in these valuable educational events presented by the industry's leading legal experts.

A hot rental market can create a spectrum of operational challenges for landlords. Topics covered included rent strikes, cannabis legislation, above guide increases, rules and obligations around situations such as fires or floods, an update on the prescribed lease as well as the new construction exemption from rent control. Attendees also learned of numerous landmark cases that have worked their way through the courts in the past year.

We would like to thank attendees, sponsors and our speakers including those from Cohen Highley LLP, Horlick Levitt DiLella LLP, Aird & Berlis LLP and Dickie & Lyman LLP for presenting at this year's seminars. We look forward to next year's RTA events.

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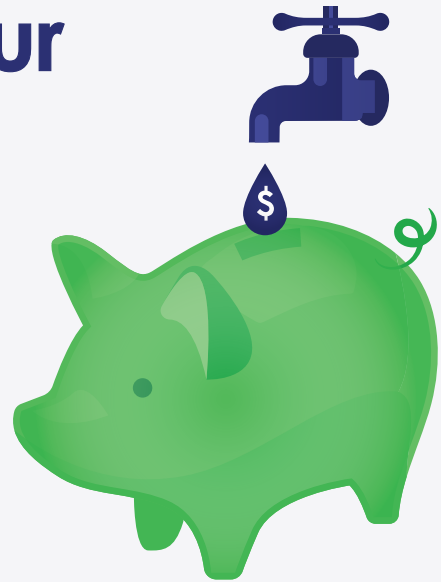
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HONOURING INDUSTRY INNOVATION

CFAA Awards highlight new products & services

BY JEREMY NEWMAN

CFAA's Rental Housing Awards Program highlights the successes, achievements, and talents of the best and brightest employees and companies in Canada's rental housing industry. The program also highlights new products and services, which may be of great value to rental housing providers.

Judged on innovation, ease of installation and use, and on the value the product or service offers to rental housing providers, all of this year's finalists met this criteria.

NEW PRODUCTS

Sumpie Sump Pump Sensor by Alert Labs

The Sumpie Sump Pump Sensor by Alert Labs is an easy-to-install, commercial-grade sensor that monitors sump pit water levels in real time. Users will receive alerts of pump failure and high water levels before flooding happens. Sumpie even works in the event of a power outage, as it has a battery backup and cellular connection. Sumpie helps save time and money by alerting users of issues before they become bigger problems.

Snaile Automated Parcel & Smart Lockers by Snaile Canada

The Snaile Automated Parcel & Smart Lockers automate the receiving and pickup of all inbound deliveries, allowing for autonomous 24/7 self-

service. This allows for all buildings to accept all deliveries, no matter what the delivery company. This also eliminates parcel management costs for buildings with concierges, and allows upgraded service for non-concierge buildings.

SuiteSpot by SuiteSpot Technology

SuiteSpot is a software platform for operations and maintenance management, allowing users access to all necessary data, and providing them with dashboards and robust reporting capabilities. In addition to the mobile app, SuiteSpot was designed to be accessible on any web browser, with no reduction in the actions and services available. SuiteSpot will help rental providers automate and optimize their operations, such as inspections and maintenance.

NEW SERVICES

Rental Inspection Service by Canadian Tenant Inspection Services Ltd.


Rental Inspection Service ensures that the owner's investment is protected, and the owner's insurance policy is validated, while alerting the owner to potential risks, deficiencies and misuse, and deterring criminal activity. This also helps rental providers complete their "due diligence requirement", needed for most insurance policies, by ensuring that properties are not used for anything other than their

intended purpose, such as AirBnB rentals, criminal activity or grow-ops.

My Portal by Payquad Solutions

My Portal is a resident-facing tenant portal which allows tenants access to many property services at their fingertips, while at the same time, allowing management to control every aspect from their own manager portal. The portal works on any device which can access the internet. The portal helps with various operational tasks such as payments, maintenance requests, building messaging, insurance, booking and automated applications. The portal will help rental providers move from a paper-based system into the digital world.

Rental Parking Management with iStall Pro by iStall.ca

Rental Parking Management with iStall Pro by iStall.ca is a combination of three systems: a visitor management system, an automated map-based point-and-click reserved parking stall management system, and a graduated white glove enforcement model which always puts the needs of the tenant first. Originally meant to manage pay parking assets, iStall Rental Parking Management has evolved into a visitor parking system that assists rental providers and tenants alike. 




THE IMPORTANCE OF GIVING BACK

20 Years of the Spring H.O.P.E. Food Drive

BY LYNZI MICHAL

This year marked the 20th anniversary of the Spring H.O.P.E Food Drive. This initiative founded by Bonnie Hoy has helped food banks all over Ontario stock their shelves during the busy spring season. It also allows residents and their housing providers to work together to make a difference in their communities. Over the course of the last 20 years, it is estimated that we have collected over two million pounds of food.

This year's food drive took place on Wednesday, April 17th in over 1,000 buildings and was coordinated by the Greater Toronto Apartment Association, London Property Management Association, Hamilton District Apartment Association, Eastern Ontario Landlord Organization and FRPO. Thank you to everyone who participated and gave so generously. If your buildings have not participated in this community event, please consider it for next year. Find out more by emailing us at events@frpo.org. 

"Thanks for your incredible donation of over 5000 pounds to the Burlington Food Bank through your Spring Hope Food Drive, you truly are a generous community! The donations are needed by so many people throughout the year, please continue to give, we need your support."

— Robin Bailey, Burlington Food Bank

"Thank you so much for your gifts and for participating in the Spring HOPE Food Drive. Your support makes a difference to the countless families, seniors and individuals in our community who rely on The Food Bank's services when times are tough."

— Wendi Campbell, The Food Bank of Waterloo

"We are happy to share that we received exactly 200 food items from Albany Place here in Fort Erie. George even delivered it to our agency again, which was a tremendous help. Thank you for your support."

— Barb, COPE, Fort Erie

For more information on how to get involved with the Spring H.O.P.E Food drive or to sign up your buildings, please contact FRPO at 416 -385-1100 extension 30 or chill@frpo.org. Together we can make a difference.



GETTING THE MOST FROM YOUR FRPO MEMBERSHIP

Q&A with Chloe Hill

Membership Development Coordinator

Supporting our members and providing them with the tools they need to stay current with industry news, trends and regulations has always been a top priority for FRPO. Membership with an association like FRPO is key for those working in the rental housing industry. Providing a strong voice and working together to promote fair and balanced housing policy benefits both landlords and the millions of residents that call your buildings home. Our members have access to an extensive range of educational, networking and advocacy resources to support these efforts. Chloe Hill, Coordinator of Membership Development at FRPO, looks at some of the reasons our members belong to FRPO and how you can get the most out of your membership.



WHAT ARE THE MAIN REASONS RENTAL-HOUSING PROVIDERS JOIN FRPO?

Most often the driving factor for joining FRPO is to support the advocacy work that we do on a daily basis. Our efforts have always been focused on improving your operating environment and advancing high standards of rental housing in the province of Ontario. Aside from our government relations initiatives, members enjoy our FRPOFACTS email communications which keeps them abreast of everything rental and delivered right to their inbox. We also publish our own magazine, 'Fair Exchange' (FE), six times a year and since our memberships are companywide, members can add as many staff to our distribution list as necessary. It's an excellent way to find out what's going on in rental housing and what may be coming down the line. We also provide ample educational events and networking opportunities that allow our members to learn, engage and connect.

IS FRPO MEMBERSHIP JUST FOR THE BIG LANDLORDS?

Absolutely not. We offer something for rental housing providers of all sizes. We have members with one unit up to the large organizations with thousands. Given the complex legal framework that governs residential tenancies, smaller landlords often need legal guidance on their rights and obligations. They know they can turn to us to determine the correct forms they should be using and get a better understanding of their legal options. To access the legal information line please e-mail your questions to legalinfo@frpo.org. We strive to get you an answer within three business days. We also offer a variety of forms and policies as well as our bulk forms and leases, and our bulk discount programs to help out no matter your size.

HOW CAN INDUSTRY SUPPLIERS BECOME MORE INVOLVED?

I always say, "It's like a gym, you get what you put into it." We encourage all members to come out to events, volunteer on committees, share feedback and contribute to our publications. Upon joining, we offer our new supplier members the opportunity to introduce themselves to the membership with a free insert

in FE magazine that is distributed to over 2200 active individuals working in rental housing. We also publish a membership directory once a year that includes a free basic listing for our supplier members. We work closely with suppliers to ensure we are providing optimal networking opportunities and in turn, they often become valuable resources in helping us stay in the know about trends, new products or services that could benefit our landlord members. It's really about making meaningful connections.

HOW CAN MEMBERS HELP REFER OTHERS IN THE INDUSTRY TO JOIN FRPO?

We have always been fortunate in that our members refer others in the industry to us. They understand the value FRPO provides and that it is important to engage with their peers. Often when our members share positive feedback about our signature events and services with others, our phone starts ringing. This is important because the larger we are, the stronger our voice becomes. I'm happy to report that we recently added a gift card referral program to thank our members for spreading the word. If a member is able to recruit two new members, we will provide them with a \$20 gift card of their choosing.

IN ADDITION TO GOVERNMENT RELATIONS, WHAT OTHER BENEFITS DOES FRPO PROVIDE TO ITS MEMBERS?

Along with our strong focus on government relations and education, we offer a variety of discount programs, such as natural gas and electricity programs, credit check discounts, exclusive pricing on paint products and even appliances. We are also very proud of our Certified Rental Building Program which is the first voluntary accreditation program in North America. It has even expanded to British Columbia following its success in Ontario. You can find more information about these member benefits by logging into our website and visiting the Membership Benefits Programs page.

WHAT IS FRPO'S RELATIONSHIP WITH THE VARIOUS REGIONAL ASSOCIATIONS? SHOULD WE BELONG TO MORE THAN ONE ASSOCIATION?

FRPO is the largest organization in Ontario and we all work very closely together. I strongly believe it is important to support your local associations because they are invested in your municipal interests. FRPO operates as the provincial association so our advocacy work centers on Queens Park. Given that rental housing providers are impacted by both municipal and provincial regulations, it's important to support both efforts. We also encourage organizations to become direct members of the Canadian Federation of Apartment Associations, which looks after the industry's federal interests.

We want our members to feel like they are becoming a part of the FRPO family and community when they join. We are here to provide you with the tools you need and the support you want! I hope this article serves as a reminder of all the exclusive benefits FRPO has to offer. We value your continued support and look forward to seeing our membership grow as more rental-housing supporters continue to join us. Please don't hesitate to reach out to me if I can assist in making sure you are getting the most of your FRPO membership. I can be reached at chill@frpo.org or 416.385.1100 ext. 30. 📞

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BUILDING OPERATIONS

The first of CRBP's "Big 6" disciplines explained

BY TED WHITEHEAD AND MARK DAVID

Membership in the Certified Rental Building Program (CRBP) is an effective means of maintaining a high standard of quality when managing your building or working with residents. When prospective or existing tenants see the familiar green CRB Program logo on your property, they will immediately know that they will be able to "Rent with Confidence."

The CRB Program, North America's only multi-residential certification program, was founded under six disciplines, which all affiliated property managers must comply with in order to receive the certification for their buildings. This network of disciplines ultimately ensures apartment properties are being well-run, well-managed, and well-maintained ultimately protecting both renters and shareholder/investor interests.

In this six-part series, we will examine each of the disciplines in detail and explain their importance to the program.

DISCIPLINE 1: BUILDING OPERATIONS

At the forefront of the CRB Program's six disciplines is Building Operations. Both prospective and existing residents have the right to live in a safe, properly maintained building. As the property manager, the onus is



on you to ensure that your properties are up to the CRBP standards.

Any property that wishes to apply for the certification (or already has it in place) must:

- Maintain strict adherence to indoor/outdoor cleaning schedules (daily, weekly and monthly);
- Ensure documented policies/processes/procedures in place related to regular inspections of the building;
- Maintain strict adherence to all aspects of the Ontario Fire Code;
- Have Building Emergency Plans in place;
- Have a documented vendor approval process including a Contractor Code of Conduct;
- Ensure doors and building security measures are being adequately maintained;
- Maintain documented policies/processes/

procedures for maintaining underground garages, outdoor parking lots, roofs & roof structures, etc.;

- Uphold documented policies/processes/procedures for maintaining hallways, stairwells, storage areas, HVAC equipment, boiler rooms, etc.

If your buildings are able to comply with these practices, not only will you be able to retain your existing tenant base, you will also be able to attract new tenants.

It is vital to perform regular inspections around your properties to ensure your building operations are up to par. If you encounter any issues during your inspection, make note of them and be sure to have them corrected as soon as possible. Your tenants expect a certain level of professionalism when it comes to property management and maintenance issue resolution. If left to linger, these problems could lead to negative experiences.

If your tenants report any issues within their units or elsewhere in the building, be sure to follow up with them before, during and after the issue is addressed. Maintaining open lines of communication with your tenants not only ensures quick resolution of issues; it also proves your dedication to maintaining the building's operations.

For example, if one of your elevators is not functioning properly, be sure to contact your licensed maintenance provider immediately to schedule maintenance/repair. Elevators are a key aspect of accessibility, and if a faulty one is not addressed, it could have a serious impact on your tenants' mobility and ease of access in and out of the building. Also ensure your Emergency Assistant List is up to date and being checked monthly to ensure it is current.

Regular dedication to building operations helps your properties maintain the standards involved with being a CRBP affiliated property manager while providing a safe and clean environment for your residents. This type of approach defines professionalism for multi-res property managers, and peace-of-mind for Ontario & B.C. renters.

CORPORATE GOVERNANCE & RISK MANAGEMENT

For many corporate and institutional industry players, ensuring prudent risk prevention measures are in place is vital safeguard in protecting shareholder and investor interests. FRPO's CRBP through its six disciplines mandates ongoing compliance that apartment buildings meet higher standards of quality excellence. It accomplishes compliance through an evidence based audit regime carried out by independent third-party auditors. Having a CRB-approved apartment property not only comforts residents, but it also provides peace-of-mind to the Board of Directors and ultimately the company's shareholders/investors.

In the next part of our series, we will discuss the importance of effective human resources management and ensuring your apartment buildings are being professionally managed. For further information about the CRBP and how to apply for the certification, please contact Federation of Rental-housing Providers of Ontario (FRPO) or visit our website today www.frpo.org

FRPO's CRBP provides a sound footing for large & small property managers to develop an effective Corporate Governance CSR culture for their organizations. For literally pennies a day, a property management company can enrol their organization and buildings in FRPO's CRB program. For more information on FRPO's CRBP please contact Ted Whitehead, Director of Certification – 416 302-4842 or twhitehead@frpo.org



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CONTAINMENT SEALING 101

New technology minimizes the spread of bugs, odours and noise

BY SHANE BLANCHARD



Living in close quarters can present many challenges for apartment residents, and often those challenges consume a lot of staff time. Nobody has much tolerance when it comes to the spread of bugs, cooking odours, smoke and noise, and for landlords looking to resolve those matters, the costs and energy spent can be exorbitant.

Fortunately technology is advancing, providing new solutions for housing providers looking to increase tenant satisfaction while better allocating staff resources. One new solution developed to address the spread of pests, odours, smoke and noise, is containment sealing.

"Property owners today are looking for improved and permanent ways to control pests and reduce tenant complaints, while tenants are looking for increased isolation from their neighbours' environments and reasonable utility costs," says Shane Blanchard, an energy management consultant. "Containment sealing is a new technology that can satisfy both

requirements in multi-residential buildings. It is also referred to as 'compartmentalization'."

IMPROVING AIRTIGHTNESS BETWEEN UNITS

Building airtightness is a key parameter in modern designs. It is measured using a value of 'Air Changes per Hour @ 50 Pa', which usually shortened to ACH@50. A typical building with low airtightness will have a value of 4 or greater. The Canadian R-2000 program has an airtightness standard of 1.5. Net-zero ready buildings will almost always need to have a value less than 1.0. The 'Passivhaus' airtightness standard, which has previously been a tough standard to achieve, is 0.6.

Traditional air sealing approaches to improve building airtightness are a hodgepodge effort from multiple trades that requires all sorts of project management. Results are never certain, and there's nothing worse than failing a blower door test just before occupancy, which

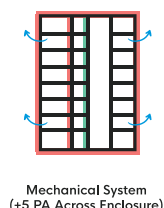
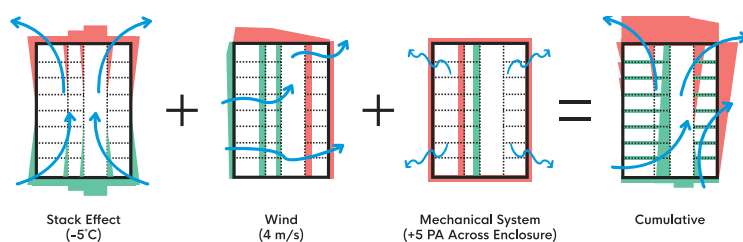
can cause overruns in construction budgets and delay revenue from the building. While manual caulking applied by contractors can be somewhat effective, it often does not meet the industry's highest standards, nor does it usually come with a guarantee. In finished spaces where the plumbing, electrical, and drywall are already installed, manual sealing is nearly impractical.

"Containment sealing is the newest "best of class" technology being incorporated into multi-residential building design and operation," Blanchard says. "Effectively sealing the envelope that exists between apartments is not only critical for maximum energy efficiency, but it's also key to ensuring high indoor air quality and limiting the migration of bugs, potential cannabis smells, smoke, noise and other common tenant discomforts that can travel from one unit to another."

As most people spend 90% of their time indoors, providing a healthy, efficient living



BEFORE CONTAINMENT SEALING



AFTER CONTAINMENT SEALING

space is critical to tenant satisfaction and retention. Reducing the environmental footprint of multi-residential buildings is important in today's day and age. Implementing effective containment sealing of units has many benefits to both the property owners and tenants:

- Seals the shared walls between units and the hallways, which greatly reduces the spread of bugs, smells, smoke, and noise;
- Lowers the cost of the utilities for the HVAC system by 20% to 30% ;
- Diminishes the stack effect and wind effect that are present in multi-story buildings;
- Protects the structural integrity of the building by preventing air and moisture transfer;
- Achieves a more consistent temperature throughout the units and building;
- Improves indoor air quality, reducing intake of toxins from the environment;
- Contributes to resiliency by increasing the amount of time the building will remain warm

during a utility outage;

- Reduces the initial cost of unit construction;
- Scores points in building rating systems such as LEED and Energy Star.

HOW THE PROCESS WORKS:

Containment sealing is a single-step computerized process, which can be dialled in to reach specific desired results. Each individual unit is pressurized with a blower door, which causes the air to leak throughout all areas which are not sealed, including the walls, floors, roof, and windows. While under pressure, sprayers located in the unit are activated to generate a mist of sealant in the air. The air then carries the mist to the leaking areas and deposits the sealant wherever there is a pressure drop, which is where leaks are occurring.

Shane Blanchard is an energy management consultant working in the multi-residential industry. Shane draws on his experience to help clients navigate cutting-edge technology and automation systems to build smarter apartment buildings.

Common questions about containment sealing:

Can this be used in new builds, renovations, and during tenant turnover?

Yes, yes, and yes. Containment sealing can be done in all three scenarios. The least expensive time to do it is during construction, so it is highly recommended that all new builds incorporate this into their design.

How long does it take to seal a unit?

It takes approximately four hours to seal a unit from start to finish. Multiple crews and machines can be setup to seal an entire building as quickly as is required by the owner.

How large a gap can be sealed?

Up to 5/8 of an inch. Any larger gaps require a temporary patch which will be completely sealed during the application.

Is the sealant safe and non-toxic?

The sealant is GreenGuard certified and free of VOCs. It has multiple certifications from UL, FDA and NSF. It dries in approximately two hours and has no odour once dry.

What is the warranty and life-expectancy on the sealant?

3-year warranty with a 50-year life.

According to Shane, "Containment sealing is quickly becoming the new standard in multi-residential buildings. The financial benefits to property owners are multi-faceted, including reduced pest control costs, lower utility bills, and improved tenant satisfaction leading to lower turnover & vacancy rates".

It is expected that by 2030 at least 30% of the multi-residential buildings in Canada will have completed or be underway with their containment sealing program. In an environment where rental housing providers are looking to reduce energy costs, provide efficient units to their residents and make apartments more livable, it just makes sense. 🏡





ARE YOU PREPARED FOR DISASTER?

Creating and implementing an effective ERP

BY LAURA GLITHERO

Natural and man-made disasters are occurring with increasing frequency and portfolio managers are keenly aware of the panic that can ensue during an emergency situation in a multi-unit residential building. It is therefore important to consider whether or not your operation is ready to respond to an emergency.

In dealing with any emergency situation, a fundamental resource to ensure an effective response is a thorough, written, Emergency Response Plan (“ERP”) for each property.

WHAT IS AN ERP?

An ERP is a document that succinctly sets out all of the steps required from each key party when managing an emergency response in your building.

Each member of your management team should be thoroughly familiar with your ERP in order to properly implement it when an emergency arises.

While considerations, priorities and necessary measures will vary between buildings, the following are some useful steps to creating and implementing an effective ERP:

Conduct a risk assessment: This assessment is required to identify needs and prioritize risks. In conducting your risk assessment, consult with your insurer, legal counsel, and seek out available information from local emergency response authorities. It is important to know where management’s responsibilities begin and end.

Establish leadership within your ERP: Establishing this early will help to streamline response times and will foster effective management of the recovery process.

Create an evacuation strategy: This should include where to find a confidential emergency contact list for all residents; accommodation plans to ensure all residents are afforded safe and effective means of evacuation; and, up to date floor plans for emergency response teams. Since this involves the collection and use of confidential personal information, you should ensure your Privacy Policy permits this use of information.

Communicate the evacuation strategy to residents: Post your evacuation strategy in the building and establish meeting places so that residents know how to contact management, and so that emergency response teams will be able to more quickly determine who may still be inside the building.

Compile a list of emergency response professionals: This list should include contacts for first responders, emergency service providers, disaster restoration professionals, and insurance companies, in order to shorten recovery times.

Develop a resident communications plan: A communications plan should be developed for use during and following an emergency, primarily to ensure timely communications between management and residents. This plan should provide communication strategies to ensure management is aware of residents’ concerns, to document recovery steps, and to provide updates to residents on the status of the recovery



determine liability, or where there is no settlement, the courts will. No liability will arise under the RTA though.

If, on the other hand, the rental unit is rendered uninhabitable due to flooding or fire and the landlord will ultimately restore the rental unit, then the rights and obligations under the tenancy agreement continue: the tenant is required to pay rent and the landlord is required to restore (maintain and repair) the rental unit. Depending on the cause of the fire or flood, the tenant may be entitled to an abatement of rent while out of possession plus recovery of damage, but in most cases the insurers of the landlord and the tenant sort out issues of rent loss, reimbursement for temporary displacement, and both contents and liability insurance. Ultimately, the tenant is entitled to return in possession of the remediated unit with rent continuing at the rate paid prior to the “disaster”. What landlords cannot do in such a case is simply treat the tenancy as terminated.

If the tenant caused the fire or flood, then the landlord may have “cause” to terminate the tenancy (impaired , or illegal act if smoke detector was disabled, or “interference”) but the landlord must go through the formal eviction process to terminate the tenancy. 🏠

Laura Glithero is a partner with Cohen Highley LLP. Laura provides risk management and regulatory compliance advice to Landlords, Property Management Companies and Condominium Corporations. For more information about risk management issues, contact Laura at glithero@cohenhighley.com

process. Another component of the plan should designate who is responsible for media communications.

Conduct frequent monitoring and updates to systems and training:

Frequent and documented monitoring and updates to emergency systems and personnel training are key components of an effective ERP.

Treat your ERP as a “living document”: Your ERP should be subject to ongoing revision and updated risk assessments.

Most housing providers recognize the need for effective ERPs and should, therefore, take steps to create and implement their own ERP reflective of each property’s unique needs and risks. Emergency Management Ontario has created a Hazard Identification and Risk Assessment (HIRA) process that provides a helpful framework for businesses seeking to create and implement an ERP. HIRA can be used as an assistive resource in creating an ERP that suits your building.

WHEN IS THE LEASE “FRUSTRATED”?

Assuming disaster does strike, the status of tenancy agreements depends on the scope of the disaster. Where a building and rental units in it are destroyed, then the tenancy agreements are “frustrated” which means that all obligations of both the landlord and tenant under the terms of the tenancy agreement end. The tenant will have to find somewhere else to live and the landlord has no obligation to reimburse the tenant for costs associated with alternative housing unless the obligation arises in the context of a negligence suit, in which case the insurers will

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HOW TO HANDLE A CRISIS

March 2019 seminar highlights

On March 7th, FRPO hosted a seminar focused on media relations and tenant communications. The seminar provided 200 members with the knowledge and skills to effectively communicate with tenants, and to handle media in a crisis. Members gained new perspective and ideas on changing the landlord image and best practices for managing a crisis from communications professionals and experienced rental-housing providers.

Top Four Takeaways

1. Keep in regular communications with your tenants

Building a good relationship with tenants allows for dialogue when contentious issues arise. It is important that tenants receive timely information and know who to approach when they have concerns. Hosting regular meetings, or having staff speak directly with tenants is preferable to sending notices that can be misunderstood, or worse, saying nothing at all.

2. Establish the fundamentals of communicating with your team

Keep employees informed during a crisis. Communicate accurate information early and often to best manage misperceptions and misinformation. Give authoritative direction on the risks involved, the impact on the company and staff, and how to move forward.

3. Delivering your message

Keep in mind who your audience is, and the best way to get your message across. When asked a question, you have the opportunity to proactively communicate your key messages, not just focus on the specific answer to the question asked.

4. It's not what you say, it's how you say it

Public perception tends to favour tenant concerns, and reinforces a negative image of rental-housing providers. Remember, you are speaking to the broader community. Stay calm, and as neutral as possible. 📊

Thank you to Counsel Public Affairs, Danny Roth of Brandon Communications as well as our panelists; Margaret Herd of Park Property Management, George Van Noten of Minto Properties and Doug Levitt of Horlick Levitt DiLella for their participation in this event.

FRPO 2019 MAC AWARDS

**SAVE THE DATE
DECEMBER 5TH**

**METRO TORONTO
CONVENTION CENTRE
HALL F**

The MAC Awards Gala is the most important annual event for our members, and is well attended by over 1000 rental housing providers, ranging from hands-on owners/managers to third party management and holding companies. Moreover, as a result of working together productively over the years on policy issues, there will be in attendance high ranking provincial housing policy officials and politicians. The 19th Annual Achievement Awards recognize excellence in the rental housing industry and the advancement of high standards that the Federation of Rental-housing Providers aim to promote.

VISIT FRPO.ORG FOR EVENT DETAILS & SUBMISSION REQUIREMENTS
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MARKETING & ADVERTISING AWARDS

- Advertisement Excellence: Single Campaign
- Advertisement Excellence: Social Media
- Amenities Award of Excellence
- Best Property Management Website

CONSTRUCTION & RENOVATION AWARDS

- Best Curb Appeal
- Best Suite Renovation: Under \$20,000
- Best Suite Renovation: Over \$20,000
- Lobby Renovation of the Year
- Rental Development of the Year

FRPO MAC PINNACLE AWARDS

- Community Service Award of Excellence
- CRB Member Company of the Year:
Under 15 Buildings Enrolled
- CRB Member Company of the Year:
Over 15 Buildings Enrolled
- Customer Service Award of Excellence
- Leasing Professional of the Year
- Property Manager of the Year
- Environmental Excellence
- Resident Manager of the Year
- Community Service Award of Excellence
(Supplier Members)



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