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# FE

FRPO'S FAIR EXCHANGE OF  
RENTAL INDUSTRY NEWS

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ENVELOPE FAILURES



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

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# THE RENTAL LANDSCAPE IS CHANGING

**W**ith the summer now behind us, FRPO is excited to gear up for another busy season. In the coming months, we will continue to focus on rental supply and other important issues facing rental housing providers in Ontario, such as inefficiencies at the LTB.

Recently, we sent out a survey asking members to report new projects to assist in our government relations efforts. We encourage you to revisit this survey as you plan your new developments. Your information will help us to accurately report progress within the membership related to the More Homes, More Choice Act.

Meanwhile, we've been continuing our work with other key housing stakeholders and have represented the industry at some important events, including the recent Housing Supply Action Plan conference presented by the Ontario Home Builders Association. You can read more about this event later in this issue. Tony Irwin, FRPO President and CEO, also appeared on RHB TV, as well as the Commercial Real Estate Podcast to discuss the rental landscape, new legislation and other topics impacting the rental industry. In his latest LinkedIn article, also in this issue, he highlights recent improvements to Toronto's vacancy rate and growth in development applications since policy changes were put in place.

We are also working hard to educate the public and policy-makers about the challenges facing rental housing providers in getting new supply to market. With a focus on thought panels, speaking opportunities, news articles and social media, we will continue to highlight creative solutions to the current housing crisis. This fall we are working on a joint event with the Urban Land Institute geared towards those with an interest in planning and housing. This event will include current data on the rental market, discussions around the perceptions of renting, an international panelist to share their experiences as well as proposed changes by our expert panel to increase rental housing in the GTA. Stay tuned for more information on this event.

This month's issue of FE focuses on building envelope, construction and energy management. You'll find a variety of articles including thermal metering, technology to help with maintenance and turnovers, AGIs, water leaks, and much more. As always, if you have an educational article you'd like to contribute to FE, please reach out to me at [lmichal@frpo.org](mailto:lmichal@frpo.org). Thanks for reading and until next time...

## LYNZI MICHAL

Editor, FE magazine  
Director of Membership & Marketing,  
FRPO



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# RAMPING UP FOR A BUSY FALL

A look back, and at what's ahead



**TONY IRWIN**  
President & CEO  
FRPO

I wrote this column while attending the 2019 Association of Municipalities of Ontario (AMO) Annual Conference in Ottawa, which is always a sign that summer is coming to an end. By now, the kids are back in school and normal routines have resumed. But the summer was far from uneventful. In June we welcomed FRPO members aboard the Showboat for a cruise of the Toronto Islands, and despite less than favourable weather everyone enjoyed themselves. Fingers crossed for better weather next year.

The FRPO Golf Tournament in July was our biggest one yet. We had two full courses at RattleSnake Point in Milton and raised a record \$67,000 for Interval House! It was a fun-filled, inspirational day for all who attended. Our 7th Annual Women in Rental Housing Luncheon was also a huge success, and shortly, we are heading off to Washington for our annual U.S. Housing Tour. I look forward to seeing some of you there.

Over the summer, I spent time connecting with some regional landlord associations across Ontario. I have met great people who are passionate about being landlords and providing excellent customer service to their tenants. I look forward to visiting your communities to better understand your challenges and opportunities to collaborate more closely.

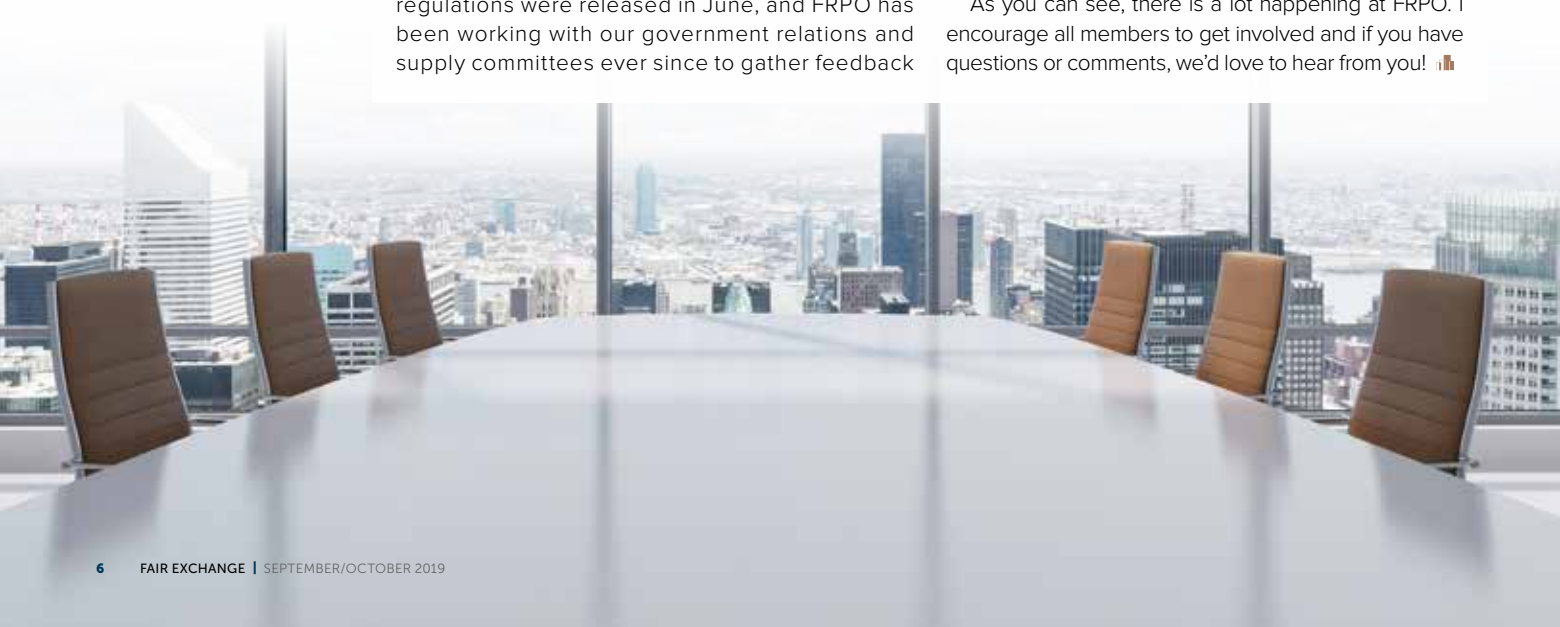
The summer was also busy on the government relations front. The More Homes, More Choice Act 2019 received Royal Assent on June 6th. FRPO partnered with BILD and OHBA to sponsor seminars in Ottawa, London and the GTA, which gave FRPO members the opportunity to hear presentations from legal and industry experts on Bill 108 and how it will impact our industry. Draft regulations were released in June, and FRPO has been working with our government relations and supply committees ever since to gather feedback

and prepare responses on behalf of FRPO and our members. This work will continue into the fall as the government works towards finalizing regulations.

FRPO continues to have discussions with the Ministry of Municipal Affairs and Housing and the Ministry of the Attorney General regarding much needed reforms to the Landlord Tenant Board. We expect these discussions to ramp-up over the fall, and while we have no indication on when we can expect changes to come forward, it remains a priority for government, and FRPO will continue to be a strong advocate for changes that will improve the environment for purpose-built rental across the province.

In our continuing effort to expand our educational offerings, FRPO has entered into a memorandum of understanding with the Real Estate Institute of Canada (REIC) to provide FRPO members the opportunity to take REIC's RES 201 course—Successful Site Management which can lead to the Accredited Residential Manager designation. FRPO is excited about this partnership and opportunity it provides FRPO members to expand their educational qualifications and professional property management skills. Look for more information about this soon!

As you can see, there is a lot happening at FRPO. I encourage all members to get involved and if you have questions or comments, we'd love to hear from you! 🏡



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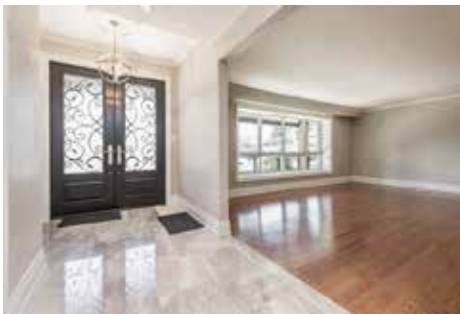
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# UPCOMING INDUSTRY EVENTS

DEC  
04

## THE BUILDINGS SHOW 2019

Dec 4, 2019 8:00am to Dec 6, 2019 4:00pm  
Metro Toronto Convention Centre

### Centre

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

JUN  
08

## CFAA RENTAL HOUSING CONFERENCE 2020

June 8 to June 10, 2020  
Westin Nova Scotian, Halifax, Nova Scotia.

CFAA-RHC 2020 will take place in Halifax Nova Scotia. Stay tuned for more details. If you have any questions or concerns, please email us at [events@cfaa-fcapi.org](mailto:events@cfaa-fcapi.org). We hope to see you at CFAA-RHC 2020!

JUN  
20

## APARTMENTALIZE 2020

Wednesday, June 17 to  
Saturday, June 20, 2020

Save the date and join us for Apartmentalize 2020 at the Boston Convention and Exhibition Center! For more info, please visit [www.naahq.org](http://www.naahq.org)

*Please check [www.frpo.org](http://www.frpo.org) regularly for newly added events.*

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# MORE HOMES, MORE CHOICE

## The Housing Supply Action Plan Conference

BY ASQUITH ALLEN

On June 25, members of the development community descended on the Riviera Convention Centre for what turned out to be an event chock-full of valuable information on how the housing landscape is changing as a result of recent provincial legislation. BILD and OHBA co-hosted the day-long conference, with FRPO as an event sponsor.

The first session was led by Denise Baker, a partner at WierFoulds LLP with experience in municipal planning. Baker went into detail, translating into “development English”, the key content of schedules relating to development charges (including deferred DCs for specific types of development), the repeal of the overly arbitrary Section 37 and its community benefits replacement, and parkland dedication.

Next up, Tom Hilditch of Savanta Inc. outlined the impact on changes to the Endangered Species Act, environmental assessments and protection, and the power of conservation authorities. He then went on to identify the arguments for and against the changes along the political spectrum, quoting from an array of environmental and agricultural stakeholders. Particular attention was paid to the Minister’s increased flexibility with respect to COSSARO’s deliberative process, and how the commonsense approach that Bill 108 proposes will help spur development.

The short-and-sweet presentation by Mark Flowers (of Davies Howe LLP) focused on amendments to the Ontario Heritage Act, the changes to timelines for municipalities declaring a heritage interest in a property proposed for re-development and increased ministry guidance to municipalities. The overall impact of the schedule was made apparent: shift the onus of heritage designation to the local government and in the process uphold the property rights of landowners.

After a great lunch, the newly appointed Attorney General Doug Downey addressed attendees, reaffirming the government’s commitment to creating an environment for more homes and more choice.

Matthew Cory went into articulate detail “mapping out” the changes to the Growth Plan. The data summarized in his presentation was very useful for an industry newbie like myself in understanding the approach the government is taking planning for future communities. I found his analysis around Major Transit Station Areas (mentioned in Bill 108) to be interesting, in that allowing municipalities to set targets for them before a comprehensive review should cut down on the red tape (through duplication of processes) and bring more clarity to the land use planning framework.

The final presentation from Roslyn Houser was all about the LPAT. Houser went through the changes, most of which bring back processes under the former Ontario Municipal Board, and reduced timelines for filing appeals from non-decisions of municipal councils. Houser also outlined the proposed content of the regulation to be made under the bill.

Rounding out the conference was a panel discussion on the future planning regime. All in all, a great conference. Kudos to BILD and OHBA for assembling a stellar group of presenters who provided technical but meaningful information for the industry. 🏡





# FRPO WOMEN UNITE

Behind the scenes at the 7th Annual Women in Rental Housing Luncheon

BY LYNZI MICHAL

The 7th annual Women in Rental Housing Luncheon was recently held at the Old Mill on August 22nd with 300 women in attendance. This event was sponsored by Absolute Ventilation and was our largest audience to date. This is an important event for women working in the rental industry to network, share and engage.

This year's event opened with a keynote by Francine Moore, President of Homestead Land Holdings. Francine shared her story and valuable lessons that she has learned along the way. With over 20 years of experience in the rental industry, Francine provided her advice and tips on how to define your goals, steps



to achieve them as well as how to deal with obstacles along the way. Francine also noted how much the industry has changed over the years with an increased number of women in senior positions which is very positive.

The second portion of this event featured Emily O'Brien of Cons & Kernels Popcorn Company. Emily founded her company while in prison with the goal of providing employment opportunities to others with criminal records. Candidly sharing her story with attendees, Emily spoke of owning her errors in judgement and her desire to turn a negative situation into something positive.

In addition to our speakers, attendees enjoyed a delicious lunch, photography booth, chocolates and handmade soap from Adele's Artisan Soaps provided by Absolute Ventilation. Thank you to all of our speakers, sponsors and attendees for their generous support of this event. 🌸







## MORE ABOUT THIS YEAR'S SPEAKERS:

### EMILY O'BRIEN Founder of Cons & Kernels Popcorn Company

After battling drug and alcohol addiction which ultimately landed Emily in prison, she was spurred to create change. Her rejection of the status quo and the stigma associated with people that go through the prison system led her to becoming an entrepreneur—while still in a jail cell. Emily now employs people with criminal records while shedding light on the root causes of crime and gaps in the current justice system. After losing everything, Emily began her journey towards authenticity and forgiveness while becoming a pro social business owner and leader in her community. Watch for Emily this fall on an upcoming episode of Dragon's Den!

### FRANCINE MOORE President of Homestead Land Holdings

Francine is the President of Homestead Land Holdings Limited, one of the largest privately-owned multi-family residential real estate companies in Canada. Francine began her career with Homestead as Chief Financial Officer and assumed the role of President in 2001, providing leadership to over 875 associates and Homestead's business activities. Prior to Homestead, Francine was the controller of a recycled boxboard manufacturing facility and was an assurance manager at KPMG.

Francine is very active in her community and has served on several boards including REALPAC (the Real Property Association of Canada), Homestead Land Holdings Limited, and Homestead South LLC. She is currently a member of the Kingston Mayor's Task Force on Housing and previously served on the audit committee of Kingston General Hospital. Francine is a designated Chartered Accountant, and graduate of York University's Bachelor of Business Administration (Honours) program. In her spare time, Francine enjoys travelling and cottaging with her family, including her two young grandchildren.



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# CMHC TURNS A SPOTLIGHT ON INEQUALITY

Housing affordability and inclusion at forefront of policy changes

BY JOHN DICKIE, PRESIDENT, CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

**T**he Canadian Federation of Apartments Associations represents rental housing providers to the federal government, on both tax issues and housing issues. Thanks to the support from CFAA's new direct landlord members, CFAA was able to up its lobbying game in the spring. We engaged Robert McCreight

of the Capital Hill Group, and Len Farber, a consultant on tax policy, who was the General Director, Tax Policy Branch, at the Department of Finance from 1973 to 2005.

## TAX ISSUES: A POSITIVE FOUNDATION ESTABLISHED

As described in the last issue of Fair Exchange, CFAA approached the government, the

Department of Finance and the two main opposition parties with three suggestions for tax reform to help increase housing supply in order to improve affordability. In doing so, CFAA is showing that by working with the rental industry, the government will also be addressing climate change, and addressing housing affordability and rental availability in Toronto, Vancouver and everywhere in Canada.



Canadian  
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Associations

Fédération  
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De Propriétaires  
Immobiliers

We received a positive reaction from all the politicians and from officials in the Department of Finance. We also obtained support from the Minister of the Environment and Climate Change and the Minister of Natural Resources.

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.

### HOUSING ISSUES: A RE-ORIENTED APPROACH BY CMHC

With Robert McCreight's help, CFAA also expanded our work with CMHC. Continuing that expanded work after the federal election will be critical.

CMHC is re-orienting its work and operations to focus more on housing affordability and inclusion. CMHC's goal is that "by 2030, everyone in Canada will have a home they can afford and that meets their needs."

With that orientation, CMHC has reached out to various thinkers from around the world who do not subscribe to the standard approach of most economists. CMHC held an inaugural Housing Conference in November 2018, and recently released a summary of that conference. The summary and videos of many of the talks are available by google searching "CMHC" and "national housing conference 2018". Delegates heard from many speakers on "ordinary topics", and also from some speakers who offered a progressive view on key, overarching issues.

From keynote speaker Danny Dorling, conference delegates heard that "we are experiencing a crisis of inequality, which is the key issue of our time." From Evan Siddall, President and CEO of CMHC, delegates heard that "Inequality in the housing market is creating a great divide between the rich (who are land/home owners), and less well-off individuals (who are land/home renters or users). It is contributing to the experience of social exclusion."

From there, other conference speakers (who are not CMHC employees) proceeded to present their views on capitalism. One said, "Housing inequality has become a major issue because housing is central to financialized capitalism..."

Speakers then made various comments about landlords, including both investors

who rent out condos and large landlords who renovate or redevelop existing rental housing.

To discuss these developments, feel free to contact me at [president@cfaa-fcapi.org](mailto:president@cfaa-fcapi.org).

### RENEWING OUR PUSH FOR GOOD FEDERAL HOUSING POLICIES

With a Federal election set to occur on October 21, 2019, CFAA wants to be ready to deal effectively with a new or renewed government, and with the officials at CMHC over its ongoing operations and its new orientation. That is critical for the continued success of the rental housing industry.

If the ongoing CFAA direct membership drive continues to raise the necessary funding, CFAA will continue with Robert's work and Len's work, to advance CFAA's total lobbying efforts and protect the rental housing industry. 🏠

*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.*



## JOIN CFAA as a direct member TODAY!

Your support will help our industry achieve a better tax and regulatory environment, better federal housing policy, and an increase in professionalism, and continue to grow for years to come.

Visit [www.CFAA-FCAPI.org](http://www.CFAA-FCAPI.org), or e-mail [admin@cfaa-fcapi.org](mailto:admin@cfaa-fcapi.org)

## CMHC SEEKS CANDIDATES FOR THE NEW NATIONAL HOUSING COUNCIL

Among many other measures, the Budget 2019 Implementation Act enacted the new National Housing Strategy Act. It establishes a National Housing Council, to support "the progressive realization of the right to adequate housing, as recognized in the International Covenant on Economic, Social and Cultural Rights", and to promote accountability, participation and inclusion in housing "in keeping with a human rights-based approach to housing."

Through CMHC, the Minister of Families, Children and Social Development is seeking applications from a broad cross-section of experts in housing and human rights, practitioners, leaders from the not-for-profit and private sectors, academia, housing providers, service providers, women, the LGBTQ2S community, Indigenous peoples, persons with disabilities, racialized communities, and people with lived expertise of housing need or homelessness. Individuals will be selected as members of the Council for a three year term, based on their expertise and knowledge, not as a representative of an organization. Travel within Canada will be required and paid for. About 12 days of work will be required each year. The Council will pay for that work. The public call for applications is open until October 14, 2019. For more information, contact John Dickie, CFAA President at [president@cfaa-fcapi.org](mailto:president@cfaa-fcapi.org).

# THE BENEFITS OF GOING DUCTLESS

How to save with ductless heat pumps

BY DOUG HART, RELIANCE HOME COMFORT

**D**o your units have electric baseboard heating? If so, you're missing out on potential energy and cost savings that come from a ductless heat pump solution. With flexible installation and placement options, offering winter heating and summer cooling, a growing number of rental property owners are turning to ductless heat pumps as a smart way to increase revenues through greater value to renters while reducing energy costs. On the market for some time now, ductless heat pumps have evolved through enhanced technology, features and functionality.



## THE PROBLEM

The electric baseboard heater was invented almost a century ago and provides heat by using electricity to warm a metal coil. When cool air hits the coil, it is heated and then naturally rises into the room. In many homes, electric baseboards represent up to 44 per cent of the annual cost of electricity because they are in a constant, cost-intensive battle with cold air.

"With the aging stock of rental properties in Ontario, we're seeing a growing number of owners searching for ways to upgrade their properties with minimal investment," says Louie Papanicolopoulos, Director of Property Management at Reliance Home Comfort. "When they install a ductless heat pump solution, they've effectively found a way to help save on electricity costs and add AC to their units for greater comfort to their tenants, a sure way to maximize rental income."

## NEW AND EVOLVING TECHNOLOGIES

Popular around the world, ductless heat pump systems heat spaces by transferring heat to rooms that need it most. Through an outdoor compressor and indoor air handling units, they deliver the appropriate heating or cooling without the need for expensive ductwork or intrusive home renovations. Connected to the compressor by a simple line, the indoor unit heats or cools the living space directly. Because of their versatile install options, ductless units can be the best solution for single family dwellings, apartments or condominiums and dwellings that don't have existing ductwork.

With recent advances in technology, ductless heat pumps can now work equally well in extreme weather conditions. The equipment extracts heat energy from the air at temperatures as low as 30°C below freezing and transfers it to provide cost-efficient heating versus baseboard systems. Moving heat energy is far easier than creating heat energy, which is why the performance of a ductless heat pump is three times that of an electrical baseboard. Simply said, with a ductless system, the customer can receive \$3 of heat for every \$1 spent on electricity. With baseboards, they would only receive \$1 of heat from every \$1 spent on electricity.





#### RETURN ON INVESTMENT

Ductless heat pumps could use up to 60% less electricity than standard baseboard heating. This could translate into significant savings providing a return on investment within 24-36 months. “With this new technology we have begun to see an increase in our rental rates as well as an immediate cost reduction of 35% in operating costs,” says Rikesh Bhogal, Managing Director of Blue Spark Property Management. “Plus, our tenants are happy to be in control of their heating and cooling comfort levels.”

With rental as an option, landlords and property owners see an immediate cash flow savings due to no upfront installation or capital costs, making rental a very attractive option. Most important, with cooler rooms on hot summer days and warmer ones in the dead of winter, rental property owners can give their tenants the promise of greater comfort all year long. 🏡

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# ONTARIO'S RENTAL SUPPLY IS RISING

The positive impact of Ontario's recent policy changes

BY TONY IRWIN

**R**ental supply in Toronto is slowly starting to increase – we've just seen a spike in the rental vacancy rate from 1.1% to 1.5%, a four-year high. After years of minimal growth in the number of rental units, the taps are being turned back on, which is great news for prospective renters.

A recent Urbanation report found that the pipeline for new supply is ballooning, with applications filed for more than 44,000 new units of purpose-built rental housing, nearly 50 per cent higher than just two years ago.

Although more is needed to get to a healthy vacancy rate of 3-4%, there is hope that some sanity is being restored to the rental market. What's changed?

The Ford government's removal of rent control for new projects completed after November 15, 2018, was a great first step to restoring confidence and encouraging investment in purpose-built rental. The massive growth in applications can hardly be a coincidence.

The previous government had removed the long-time exemption for new rental units, causing apartment starts to plummet. The leap in new rental housing starts this winter speaks to the success of Housing Minister Steve Clark's actions in reversing this ill-considered move.

The Housing Supply Action Plan, More Homes, More Choice, outlines major policy changes that have the potential to increase rental supply by making it easier to build new housing. Buoyed by the introduction of these policies, and confident the government will get them passed, builders are responding – as the new application numbers show.

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 provide for faster approval times to bring more new housing to market. The government is proposing new measures that include giving the Tribunal the resources it needs to make decisions, including hiring more adjudicators. It will also allow the Tribunal to recognize when a local Council decision has been misguided, and change it.

Another factor in the skyrocketing cost of building apartments has been increasing municipal fees and charges. The proposed changes to the Development Charges Act will provide greater certainty to builders by locking in charges earlier in the development process and making them payable over five years after building occupancy. It will also eliminate charges for some housing, like adding a second unit to your home. 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.

As our population grows, and housing patterns shift, the pool of renters continues to grow. The challenge going forward will be keeping up rental construction numbers to a level that meets demand and making sure those buildings aren't unduly delayed by red tape and long approval times.

Earlier this year, another Urbanation report showed that Ontario needs 9,000-10,000 units per year over the next decade to keep up with demand. Supply is essential to increase vacancy rates – currently just 1.1% in Toronto and 1.8% across Ontario – and provide more choice for tenants.

To encourage more development, we need municipal governments to follow the provincial government's lead by cutting red tape on approvals, reigning in skyrocketing development charges, and unlocking land for development.

Adequate housing supply is the only way to provide homes for the growing tenant population and reduce long-term pressure on rents. The major steps the provincial government is taking show that they are serious about increasing rental supply and making sure renters across Ontario have more choice when looking for a place to call home. 🏠

*Originally published on LinkedIn*

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# SAY GOODBYE TO WATER LEAKS

IoT Powered Leak Detection and Remote Valve Control Technology

BY JESSICA JACOBSON, REED

**F**or all the benefits water provides, it's also one of nature's most destructive forces. It has the ability to seep down from floor to floor, which any property management professional will tell you is a formula for disaster. Heating water in an HVAC system runs in a closed loop, thus when a leak is found the pumps can be stopped and system drained. On the other hand, a domestic plumbing system is an open loop, hence when a leak happens, city pressure keeps water flowing in and it can only be stopped by valve shutoff. Both HVAC and fire protection systems are connected, monitored and controlled whereas plumbing has no real connectivity or visibility.

The internet of things (IoT) revolution brings with it new applications for smart water management. Plumbing has no visibility and on top of that, water is the new fire. The city is full of low-rise, multi-tenant apartment buildings, often classified as B and C class, with outdated domestic plumbing systems. Take for example 145 Arlington Avenue, a multi-unit residential property located in Toronto with a system from the 1950s. Boilers and tankless hot water heaters were located in low points in the building and exposed to damage from any water flooding. Over time the building experienced many water leakage issues, resulting in multi-floor damage and several tenant relocations. IoT technology can solve these water-related problems by providing visibility and control to plumbing systems.

At this property, building management decided to connect unsupervised plumbing equipment to a monitored centre to address their water problems. Water meters, control

valves and leak sensors were installed, dividing the building into zones. Post installation, on a cold winter morning in 2018, a third floor tenant noticed water dripping from the ceiling at 5:00 am and called the property management call



7b of 18

- Flood Prevention
- Remote Shut-Off
- Sub-Metering
- Leak Detection
- Data Analytics

**Two of three building systems are connected.**  
It's about time for change.

**HVAC  
Connected**

**Fire  
Connected**

**Plumbing  
"Dumb"**



## THE VALUE OF VISIBILITY IN PLUMBING SYSTEMS:

1. Reduces flood severity
2. Improves visibility on water usage
3. Exercises valves autonomously
4. IoT connected dashboard
5. Eliminates redundant service calls and tenant relocation

centre. An overflowing toilet in a fourth-floor unit caused water to drip into the third-floor unit below.

Within 15 minutes, the operations centre staff on duty was able to remotely shut off the water and stop a flood from expanding, isolating the zone and leaving the rest of the building with water supply. They then dispatched a plumber who arrived on site at 7:00 am. Quick reaction following detection resulted in a ceiling paint touch-up rather than major water damage. IoT technology now allows property owners and operators to act preemptively and save thousands of dollars in damages, insurance premium increase and a whole lot of headache from tenant relocation.

Similar to HVAC and fire protection, plumbing is on its way to becoming a fully connected, monitored and controlled system. The value of connectivity for plumbing systems is that operators can exercise valves autonomously, submeter properties and access real-time usage data. Next to this, smart water management IoT technology helps reduce flood severity, shut off water remotely and distribute utility costs to building occupants equitably. Water no longer has to be one of the most destructive forces in our natural environment because we can now put out the fire that water's been burning. 📶

*Co-founded by a 2nd generation plumber, reed is a start-up based in Toronto, ON that controls and monitors water in commercial properties with IoT technology. Devices and fixtures are inputted into building plumbing systems that detect, conserve, track and shut off water, all remotely on an intuitive cloud dashboard. Operators can shut down riser valves remotely, properly submeter their properties and access real-time confirmation of hardware functionality. reed provides incredibly smart connected solutions for better managed water distribution in commercial properties.*




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# UNDERSTANDING BUILDING ENVELOPE FAILURES

... and their implications for energy savings

BY JON JUFFS, MCINTOSH PERRY



It's inevitable that key building aspects – roofs, walls, and floors – will fail. What's not often taken into consideration is that those failures have serious implications for energy consumption.

The materials and systems separating building environments from the outside world form the building envelope. Simply put they are the tops, sides, and bottoms of our built forms. Even a casual interest in building design and construction reveals that these can be anything but simple in many cases. Generally, though, all parts of the envelope need to perform the following functions (as penned previously by N.B. Hutcheon, in CBD-48, titled "Requirements for Exterior Walls", from December 1963):

- Control water penetration, air flow, vapour flow, heat flow, light, solar and other radiation, noise, and fire;
- Provide strength and rigidity, and ;
- Be durable, aesthetically pleasing, and economical.

Controlling water penetration is the primary way to ensure that the envelope will be durable. A durable envelope will make sure that a long service life of reduced, uncontrolled, conductive heat exchanges is achieved.

The control of air flow is nearly as important to prevent envelope failures as the control of water and is likely the most effective with respect to energy consumption. Along with moving water vapour, air movement around and through the building envelope can bring contaminants, pollution, spores, and particles of combustion to places where they are damaging, dangerous, or downright unpleasant. Of course, most occupied buildings use obnoxious amounts energy in conditioning (either heating or cooling) and moving air around. According to the International Energy Agency in their "Energy Technology Perspectives 2017" report, buildings consume 30% of the global energy when considering the final use. This is partly driven by our desire to build bigger and bigger without regard to the complete impact of those desires.

Unfortunately, on both a world level and here in North America, bigger and bigger also comes with more and more fossil fuel consumption and the resulting climate change effects. While strides have been made in getting cleaner energy used, much more needs to be done. That effort needs to refocus on the primary forces that move more air around, which are: wind and barometric changes; temperature stratification and stack effects, and mechanical devices. Building designs and automation systems that capitalize

on natural air movement and reduce reliance of mechanical overrides experience productivity improvements, increased enjoyment levels, and overall positivity from the occupants and users of the spaces. Obviously, some climates, and seasons, will make mechanical systems necessary for comfortable occupancy and in this regard efficiency and energy alternatives are the key. For example, most ventilation fans can be powered by direct current solar panels and small wind generators. It is the same technology that EV charging stations have recently made so popular.

Vapour flow control is number three on the list and most cold climate buildings achieve this performance requirement by the legislative requirements in which they are constructed. Vapour condenses on surfaces that are at or below the dew point temperature of the air/vapour mixture encountering them. Condensation may result in either adsorbed or unadsorbed conditions, both of which diminish other performance criteria – primarily resistance to heat flow as well as durability and dimensional stability. Diffusion of water vapour is easily controlled if water and air movement are both handled properly. Pressure, temperature, and volume differences all affect diffusion rates through the envelope.

Controlling heat flow, lighting, and solar radiation are the next big things when it comes to properly performing building envelopes. Keeping the inside in, which includes heating, cooling, and conditioning, especially as it gets more and more expensive, needs to be more mindful of how best to utilize efficient energy transformation without depleting the earth's resources at the rates we have been for so long now. The processes involved are causing climate change and energy consumption must be reduced for a sustainable future.

From these considerations, the remaining principles of good building envelopes (controlling noise and fire, being strong and rigid, while being durable, pleasing, and economical) will become the defining paradigm shift needed

*As Director, Condominium / Strata Group, at McIntosh Perry, Jon handles: reserve fund studies, pre-performance audits, performance audits, failure investigations, and property condition assessments. Since the 1980s, Jon has continuously focused on occupied building performance with a particular emphasis on residential needs. He is a member of OACETT, OIQS, ACMO, and CCI who bestowed the ACCI designation to him in 2005. In 2006, Jon co-authored the book Reserve Fund Essentials, a very tell-it-like-it-is resource for owners, managers, and professionals involved with capital repair planning in co-owned property environments.*



Figure 1 Water damaged ceiling collapse



Figure 2 Wind damaged roof



Figure 3 Carbonation, exacerbated by vapour diffusion, concrete spalling



Figure 4 Uncontrolled vapour damage

at this juncture in building design. Ultimately, durability, esthetics, and economics become the framework and these requirements are difficult to reconcile, like quality, speed, and cost—choose two at the detriment of the third. ■



# EMPLOYMENT LAW UPDATE

Policy changes and their implications

BY LORENZO LISI, AIRD & BERLIS LLP





One of the many break-out sessions at CFAA Rental Housing Conference 2019 was the Employment Law Update. On November 27, 2017, the Wynne government made changes to the Employment Standards Act. The Ford government has repealed many of those changes. Attendees heard labour and employment lawyer Lorenzo Lisi, of Aird & Berlis, break down those changes, and give his practical advice for employers in Ontario, along with some information about cross-Canada trends.

Employers can once again ask for a doctor's note from their employees to verify medical absences. Generally, asking for a doctor's note is helpful where an employee has regular or lengthy absences.

Personal emergency leave (PEL) will still apply to all employees in Ontario. However, the Ford government changed the total number of job-protected days from 10 to 8, and split the days into categories.

With a total of 8 days per year, employees now have up to 3 days of leave for personal illness, up to 3 days of leave for family responsibilities, and up to 3 days of leave for bereavement. None of the new PEL days need to be paid. In light of these changes, employers would be well advised to keep a record of which type of leave an employee uses for an absence.

Certain requirements for on-call pay have been removed. Under the Wynne reforms, employers were obligated to pay employees for three hours at their regular wage when they were required to be on-call, whether they were called-in or not. Currently, an employer is only obligated to pay employees when they are actually called-in to work. Employers are still able to give other work to occupy an ordinary employee for the full three hours. (Note that, in Ontario, superintendents are exempt from the Employment Standards Act, and need not be paid for three hours when called out, unless their individual employment contracts call for that.)

### INDEPENDENT CONTRACTORS

For employers who make use of independent contractors, the Ford government made a technical change to how courts are to treat disputes over employment status. The Wynne government made it so that employers had to prove that their independent contractors were not employees. However, the Ford government returned to the previous onus, which required the person asserting an employer-employee relationship to prove that he or she is an employee. The test itself hasn't changed. Independent contractors control their own work and workspace; they take on their own risks and profit; and they supply their own tools.

As a practical matter, Mr. Lisi suggests that employers review their ongoing contracts with independent contractors, especially if the contracts are over 12 months long. Other strategies include establishing policies to regularly review those contracts, and periodically seek new bids. If, on review, you are unsure what your relationship is with an independent contractor, then you can consider converting your contractor to an employee with an offer of employment.

### EQUAL PAY FOR EQUAL WORK

Where a business uses seasonal, part time,

or casual employees, there is no longer an obligation to compensate those employees at the same rate as their full-time counterparts.

If you have already made significant salary adjustments as a result of the Wynne government equal pay changes, Mr. Lisi advises caution in removing any of those changes. A large reduction in wage or salary can potentially constitute constructive dismissal that will require notice to an employee. Careful thought should also be given to how such a rollback would impact workplace morale.

In addition, the minimum wage has been frozen at \$14 an hour until October 1, 2020.

## CROSS-CANADA TRENDS

Across Canada, at the provincial level, the trend has been an increased use of the Occupational Health and Safety legislation, an expansion of workers' compensation legislation, and a broad introduction of accessibility and disability accommodation legislation. The focus has been on anti-harassment, bullying, and violence (including psychological violence). Employers are increasingly expected to develop policies, provide accommodation, and train their employees to deal with workplace harassment, bullying, and violence.

*Lorenzo Lisi is Leader of Aird & Berlis LLP's Workplace Law Group. He has practised exclusively in the area of labour and employment law for over 30 years, representing employers on all areas of labour and employment law, both provincially and federally.*

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# NEW TOOLS FOR MULTI-RES PROFESSIONALS

Improving operations through technology

BY ELIK JAEGER, SUITESPOT TECHNOLOGY

**P**roperty stakeholders are in constant search for ways to manage costs and streamline operations. This is equally true for multi-res owners and managers, who must balance this pursuit of protecting their bottom line with the need to maintain a steady resident and employee experience.

It's a tricky balance, says SuiteSpot Technology CEO Elik Jaeger, yet one that technologies such as property management

apps and cloud-based platforms are helping to achieve: "More and more advances in mobile devices, cloud computing, and data analytics are entering the multi-res sector and helping employees to do their jobs faster, more accurately, and with better outcomes."

"These technologies are not only making life easier for employees," he continues, "they are also generating long-term benefits for their colleagues back at the office."

## UPGRADING THE TURNOVER PROCESS

Technology is re-coding nearly every aspect of property management operations. This is perhaps most evident in the way multi-res stakeholders are turning to mobile apps and connected platforms to take the hassle out of unit inspections and turnovers.

In a recent SuiteSpot study, for example, it was found that the use of mobile technologies helped cut up to

There is no doubt that technologies like AI, automation, and cloud-based systems are combining to unlock advantages for multi-res professionals. Here are just a few examples:

**Enhanced accuracy:** Pen and paper have long been the tools of choice for unit turnover/inspection professionals. And while this method has done the trick for decades, it is nonetheless open to human error. By using a mobile inspection/turnover app, information can be captured directly into pre-loaded templates and cross-referenced for accuracy and relevancy. Moreover, inspectors are granted 24/7 access to vital project information, updates, and industry references, further taking the guesswork out of the equation.

**Automated workflows:** With automation in the mix, unit turnover/inspection tasks can be automatically assigned, tracked, and reported based on preset rules and conditions. Automation also allows users to set up project alerts, address issues as they are detected, and share timely project stats.

**Orders on-the-go:** By integrating purchase order generation into a unit turnover/inspection app, professionals can request third-party services on the spot. What's more, they can ensure those services are being done with the most relevant and up-to-date information.

**Centralized management:** When linked to cloud-based platforms, mobile apps lets professionals share their progress and reports in real-time with approved colleagues. In the property management field, this not only reduces the amount of time required to physically create and file reports, but it also keeps unit turnover/inspection on task and in step with their back-office co-workers. At the same time, this centralized management lets higher-ups set the rules for how tasks, processes, documents, and communication occur throughout the lifecycle of a job. This increases accountability and standardizes processes throughout a portfolio.

**Informed strategies:** By using tools to collect and aggregate data from unit turnovers/inspections, property owners/operators can generate key performance indicators (KPIs), gain critical portfolio insights, anticipate repairs

and maintenance, manage turnover costs, and inform long-term strategies.

**Comfort in the cloud:** The advancement of cloud computing has introduced massive benefits to the property management field. Gone are the days of physical paperwork and drawn-out processes. In their place is a smart, automated, and secure environment wherein teams can upload and access information in real-time to get the job done faster.

## TECH RESERVATIONS

Introducing new technologies into the unit turnover/inspection process clearly has significant benefits. Nevertheless, it can be challenging to bring these new tools into an established operation. Employees may not be open to learning new tools, and the upfront investment can make leaders reluctant. More often than not, these reservations fade away once the return on investment becomes clear; however, adopting any new tech still requires a degree of employee training and awareness to get everyone on board.

As for ensuring security in the age of cyber crime, Jaeger adds, "One of the biggest concerns clients have when it comes to using these kinds of technologies is data security – and that's completely understandable. Property managers need to know that if they're trusting these critical functions to mobile apps and cloud environments, the data isn't going to be vulnerable to theft, loss, or corruption."

To that end, Jaeger adds that cloud hosts and developers recognize this fear and have entire teams dedicated to making it a secure environment, insisting, "They are as focused on managing and eliminating these risks as anyone else. It's their first priority."

## A NEW FRONTIER

Multi-family operators have spent years exploring ways to extract savings and optimize revenue. Now that many of the low-hanging initiatives have been accomplished, it's time for technology to step in. Fortunately, we've arrived at a point in time where mobile devices, sophisticated apps, and cloud-based platforms can bring untold benefits to manage property management functions, enhancing the lives of residents and employees, protecting the assets while upgrading the owner's bottom line. ■

\$3 million from the bottom line costs of managing a typical 10k unit portfolio. And while this is only one glimpse of where tech is turning the tide, Jaeger says it aligns with what many professionals are reporting: "Based on feedback from our clients alone, we're hearing a lot of stories about how people are using unit inspection/turnover apps and platforms to get a better handle on what is often a costly, complex, and chaotic process."

*Elik Jaeger is founder and CEO of SuiteSpot Technology, a developer of unit turnover and property operations software platform for property owners and operators.*

# MORE SUPPLY, BETTER MAINTENANCE

Continuing the #rentON Movement

BY LYNZI MICHAL

**A**fter years of minimal growth in the number of purpose-built rental units due to policy constraints, the taps are being turned back on to create new purpose-built rental supply, which is great news for prospective renters. It's important to remember that supply is also about keeping existing rental stock in good repair – no easy feat given that most purpose-built rental was created prior to 1983.

When it comes to building, Ontario is finally turning a corner. A recent Urbanation report states with removal of rent control, along with other provincial government changes outlined in *More Homes, More Choice* such as deferred development charges and the expansion of low construction loans from Canada Mortgage and Housing Corp., Toronto is now seeing a record high of 44,093 units proposed and the first real steps in closing the supply gap.

The vacancy rate in Toronto rose from 1.1% to 1.5% in the second quarter, the highest it's been since 2015. Rent increases eased to 7.6% from 10.3% last year, bringing the cost of an average-sized unit of 794 square feet to \$2,475.

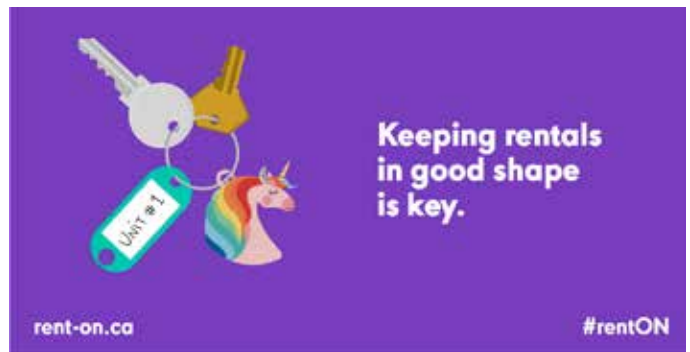
Although more is needed to get to a healthy vacancy rate of 3-4%, we are now on the right track.

An example of this turnaround is Oxford Properties Group, owned by Ontario Municipal Employees Retirement System (OMERS), a pension fund representing roughly 500,000 public employees, which recently announced a massive 4.3-million-square-foot development that will include 800 new purpose-built rental units.

Developers are also responding to the record level of rental demand in the GTA, where it now makes economic sense for developers to build new rentals again. Although this is a result of rental development planning over a few years, the units are beginning to reach completion and over the last 12 months we've reached a 25-year high for new purpose-built rental completions.

This new influx of purpose-built rentals helps grow rental supply in Ontario, but it's only part of the bigger picture. We also need to keep existing rentals in good repair to provide adequate supply.

Rental-housing providers are serious about preserving their buildings. We value our tenants, and we take seriously our legal responsibility to ensure that their buildings are safe, secure, and in good repair.



To maximize the lifespan of the building and ensure renters have a safe and comfortable place to live, many buildings need critical upgrades to elements such as parking garages, security systems, elevators and fire safety.

Major capital expenditures can cost millions of dollars, but without these investments, buildings can deteriorate and become uninhabitable, consequently leading to a decreased supply of rental housing. The annual rent increase guideline (currently set at 2.2%) is explicitly not designed to cover the costs of major renovations, though Above Guideline Increases (AGIs) provide a small offset for capital repairs. It can be a challenge to rental-housing providers and tenants alike to undergo major renovations, but it's an important part of our commitment to provide safe, quality homes.

Adequate housing supply is the only way to provide homes for the growing tenant population and reduce long-term pressure on rents. We invite FRPO members to continue promoting the rentON 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](http://www.rent-on.ca) or join the conversation on social media using the hashtag #rentON. 🏠

Visit [www.rent-on.ca](http://www.rent-on.ca) or join the conversation on social media using the hashtag #rentON.



# FRPO Members Tee Up in Support of INTERVAL HOUSE

Toronto, Ontario – Over 300 members and guests enjoyed a great day on the links for FRPO's 14th annual Charity Golf Classic. This year's event was held on July 22nd at the beautiful Rattlesnake Point Golf Club in Milton in support of Interval House.

The fun-filled day saw golfers enjoy a BBQ lunch, prizes, dinner and some healthy competition all while helping out a worthy cause. All guests had a chance to meet and be photographed with former Maple Leaf Jeff O'Neill who joined The Byng Group to show his support of Interval House.

Thanks to record attendance and support from our generous sponsors and members who donated prizes to the silent auction and raffle, this event was a great success raising a total of \$67,000. FRPO is proud to work with Interval House and over the last ten years, has raised more than half a million dollars to support the shelter.

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# HEARTFELT GRATITUDE

From Interval House to You!

BY RACHEL RAMKARAN



**A**t Interval House, there is always plenty of laughter to be heard. That might come as a surprise, considering the women and children living here and accessing services are coming from some of the most difficult circumstances anyone can imagine. But it's true. The smiles are genuine and they come from the feelings of encouragement and solidarity that our supporters provide.

So many of those supporters turned out at the 2019 FRPO Charity Golf Classic! More than just a day of fun, it was an opportunity for those who believe in a future free of violence to come together and make a tangible difference in the lives of women and children overcoming abuse. Because at Interval House, we don't solely provide refuge from an unsafe home, we also help survivors end the cycle of family violence — for good.

From the golfers who collected donations and the donors who sponsored them, to those who contributed items to the silent auction and the lucky bidders that took those items home, to the wonderful volunteers, each and every person involved in this year's tournament contributed in a critical way. And you should be comforted in knowing that support will have a positive ripple effect through the whole community. When a family heals from trauma, everyone around them benefits.

Thank you so much for making the 2019 FRPO Golf Classic a remarkable success. The culmination of everyone's efforts resulted in a sum of \$67,000 to support programs and services for abuse survivors at Interval House. It will make a positive difference in countless people's lives. Healing and thriving after abuse is possible, thanks to the generosity of people like you!

For more information on Interval House, please visit [www.intervalhouse.ca](http://www.intervalhouse.ca)

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# APPLICATION OVERLOAD



## AGI Blitz announced by Landlord Tenant Board

BY PAUL CAPPA, COHEN HIGHLEY LLP

A hot rental market and low financing rates have fuelled an influx of investment into an aging housing stock. These factors, in conjunction with the loss of the post-1991 rent control exemption, has spurred a large volume of Above Guideline Rent Increase applications ("AGIs"), where investors attempt to recoup a portion of their capital outlay through rent increases approved by the Landlord Tenant Board ("LTB").

AGIs are primarily dealt with on a first-in, first-out basis. The applications are initially scheduled for a "case management" hearing. The purpose of the hearing is to bring the landlord and tenants together to discuss the claims in the landlord's application. With the assistance of a neutral Board Mediator the parties are encouraged to negotiate a settlement of the proposed rent increase percentage.

Where the parties are unable to reach a settlement the application is scheduled for a "merits" hearing where a Board adjudicator determines the eligibility of the expenditures and the amount of the justified rent increase.

This two-step approach has generally worked well with the vast majority of AGI applications being resolved at the case management stage of the process. It is also speedier and less costly for the landlord as they do not have to attend the initial hearing with all their witnesses in tow.

Despite this process the LTB has fallen behind in processing applications in a timely manner and has accumulated a significant backlog of AGI applications. To combat this situation the Board has introduced recent changes to the scheduling process. Less complicated AGIs will now be dealt with by way of written hearing. The Board will continue to schedule most capital expenditure AGIs for case management; however, they will at the same time schedule a default date for a merits hearing, should case management fail to produce a settlement of the application.

The Board has announced a scheduling blitz that will extend through the fall of 2019. Multiple

AGI hearings will be scheduled on a daily basis throughout the province in a bid to relieve the backlog, without regard to the parties or their representatives' availability. While in the near term the proposal holds promise, it remains to be seen whether overlapping case management and merits hearing dates may force more adjournments and postponements.

Other changes were made by the Board to the Notice of Hearing information package. The Board will no longer disclose in advance to the parties the projected increase that may be justified by the application. This is a regressive move and may detract from settlement discussions at the case management hearing.

The government continues to understaff the LTB despite the breadth of its mandate. Administrative efficiencies are important; however, the underlying problems can only be substantially addressed if there are sufficient resources allocated to the Board. 📈

*Paul Cappa is a paralegal and partner with Cohen Highley LLP, a law firm with offices in London, Kitchener, Chatham, Sarnia and Stratford. Paul has a Residential Tenancies Law based practice representing landlords for nearly 30 years.*

# THE CRB 6 DISCIPLINES

## PART 4 explained: Financial & Risk Management

BY TED WHITEHEAD AND MARK DAVID

**M**embership in FRPO's Certified Rental Building Program (CRBP) is an effective means of maintaining a high standard of quality when managing your building, or working with tenants. When prospective or existing tenants see the familiar green CRBP logo and checkmark on your property, they immediately know it is somewhere they can "Rent with Confidence."

The CRB Program is North America's only multi-residential certification program. Founded in 2008, it now has over 1,300 multi-res buildings registered from across B.C. and Ontario. A key founding element of CRBP is the six Standards of Practice disciplines, in which all affiliated property managers must demonstrate compliance in order to receive official "certification" for their buildings.

In this six-part series, we previously examined the first three Standards of Practice

disciplines covering Building Operations, Resident Operations, and Human Resources. This article will cover off the fourth discipline – Financial & Risk Management.

### DISCIPLINE 4: FINANCIAL & RISK MANAGEMENT

CRBP's fourth discipline covers the important area of financial & risk management standards and requirements. Apartment building ownership can be as rewarding as it is profitable! However, like any business entity, ensuring you judiciously manage these two areas is vitally important to long-term success. CRBP recognized this from the outset and created a number of sound corporate governance financial/risk management standards to provide key stakeholders (residents, employees, and investors alike) that "CRB-approved" denotes the "Best of the Best" in multi-res professional property management the industry has to offer.

### Financial Management Measures

Ensuring a sound financial wellbeing is key to the long-running survival of any business, while profitability is the goal of all owners, investors, and stakeholders. Financial prudence also plays a key role in the lives of the employees that work for the property management organization, and for the residents that live in those apartment buildings. To that end, and with a focus on quality-living for residents, CRBP financial standards include the following:

- Financial Statements are filed in accordance with accepted Financial Accounting Practices
- There is an Annual Operating Budget
- There is the existence of a Capital Management Plan
- Appropriate Liability Insurance/Coverage
- Evidence of Tenant Insurance Requirements





# SUBMETERING YOUR NEW PROPERTY

For best results, start early!

BY PETER MILLS, WYSE METER SOLUTIONS INC.

**N**ew construction projects provide an invaluable opportunity to minimize a property's carbon footprint and maximize its net operating income through submetering of all utilities. Ontario provincial regulation requires all new multi-residential buildings to be suite metered for electricity. Part of the benefit of working with a submetering provider during the design and working drawings stage is the ability to accommodate and make minor design changes for consideration of metering of

electricity and other utilities, in particular hot and cold water, natural gas and thermal loads. Working with a submetering provider offers insight in the early stage before final design decisions are made. Most older buildings can be challenging to meter for water, for example, as the building's mechanical design makes it cost prohibitive to retrofit.

New construction is a great opportunity to meter for water and other utilities, such as gas meters for appliances like gas stoves, fireplaces and barbeques, in addition to

BTU meters to measure heating and cooling costs of in-suite fan coil units. It is best to factor these utilities into the framework early on in the design process, as it can be limiting to go back and do it later. By working with a submetering provider early on, you can ensure your building is optimally designed for metering all utilities you wish to consider to maximize the efficiency of your property.

**Here are some of the benefits of working with a submetering provider during pre-construction:**

## 1.

### ASSISTANCE WITH PROJECT MANAGEMENT AND COORDINATION WITH CONTRACTORS

As a developer of a new construction building, it is key to build these submetering options into the infrastructure early on. A private submetering provider will coordinate with your design, technical and project management teams to ensure the building is properly equipped for multiple utility submetering options. This will ensure design resources are optimized in the crucial design stage and provide long term resale value for your building in the future.



## 2.

**CREATE MORE RENTABLE SPACE**

Submetering providers have access to the most up-to-date, compact high-density submetering equipment on the market. In new construction, installing high density submetering systems has proven to save approximately 10 square feet per floor, which frees up about 200 square feet of additional space per building, valued at approximately \$4.50 per rentable square foot. In a standard 200-unit building, this amounts to over \$250,000 worth of rentable real estate. Submetering systems can also offer open-source software for quick, universal access without getting locked into proprietary programming or expensive firmware and software updates. Their compact design allows for unobtrusive implementation in tight spaces that are often considered too confined for old style local distribution company electrical metering. These new submeters are also more easily maintained in comparison to traditional glass meters, and service work can be performed quickly and efficiently without disrupting power for residents. High density submeters are read remotely through a cellular network and don't require access to the building. This improves the efficiency of the building and increases its value significantly for future landlords.



## 3.

**LOWER OPERATING COSTS FROM DAY ONE**

A diligent submetering provider will conduct a preliminary audit even before construction to make sure you're on the right bulk rate structure. A lot of buildings are placed on a commercial rate structure by the LDC's, but a submetering provider will ensure that you are on a proper residential rate during construction. This provides significant savings. The second largest operating cost for building owners is utilities. Buildings fill up quickly, so having each suite equipped for metering and residents enrolled as bill-payers immediately upon move-in ensures that the building owner is only responsible for utility costs in common areas and any unoccupied units.



## 4.

**A ONE STOP SOLUTION – CONVENIENCE AND COST-SAVINGS FOR RESIDENTS**

It's less expensive to work with a submetering provider for electricity, but there are even further cumulative savings for residents when metering multiple utilities. When working with separate providers such as an LDC, water, and gas utilities, residents are dealing with multiple enrollment forms, multiple bills, and multiple administration fees. These bills are often also distributed at different times throughout the month. By working with a private submetering provider like Wyse Meter Solutions, your residents are working with only one utility provider for all utilities. It's a one-stop monthly billing solution. All monthly utility costs are seamlessly delivered on one reliable bill, with significant cost savings. These conveniences also extend to customer service. If your residents have questions about any of their utilities, the provider's robust customer service team is there to field all inquiries.

*Wyse is your best partner for smart submetering and utility expense management solutions. We help Canada's largest building owners, developers and property managers run smarter, boost environmental sustainability and enjoy a superior experience. Residents and tenants thrive with our innovative services.*



For more information on the benefits of Corporate Membership contact: Chloe Hill at [chill@frpo.org](mailto:chill@frpo.org) or 416-385-1100 ext. 30



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