



Canadian
Federation
of Apartment
Associations

Fédération
Canadienne Des
Associations
De Propriétaires
Immobiliers

CFAA Association Conference

Thursday, May 7, 2009

Primary Event Partner:



Association Conference Partners:



**London Convention Centre
London, Ontario, Canada**

CFAA THANKS ITS 2009 CFAA CONFERENCE Primary Event Partner



CMHC Rental Housing Outlook: Thursday, May 7 at 11:15am

Canada Mortgage and Housing Corporation (CMHC) has been Canada's national housing agency for more than 60 years. Together with other housing stakeholders, we help ensure that Canada maintains one of the best housing systems in the world. We are committed to helping Canadians access a wide choice of quality, affordable homes, while making vibrant, healthy communities and cities a reality across the country.

CMHC's Market Analysis Centre provides comprehensive information on housing starts, sales, prices, rents, vacancies and much more, to help you make more informed business decisions. CMHC's Market Analysis Centre can help you to:

- Capture reference data
- Determine supply and demand for local housing
- Assess and limit your risk
- Explore investment opportunities
- Analyze intentions of buyer and homeowners
- Define target markets

For more information about the Market Analysis Centre, please contact Pierre Lanciault, National Manager, Housing Market Surveys, at pierre.lanciault@cmhc.ca.

CMHC is Canada's provider of mortgage loan insurance for multi-unit residential properties of 5+ units. CMHC Mortgage Loan Insurance is available for loans to construct, purchase, and refinance rental buildings, licensed care facilities, and retirement homes.

Since 1954, CMHC has been a trusted business partner to Approved Lenders, helping them to meet the mortgage financing needs of small and medium sized investors, and large public and private companies. Mortgage loan insurance creates opportunities for Approved Lenders and borrowers, ultimately providing more choice and more affordable housing for all Canadians.

For more information on multi-unit mortgage loan insurance, please visit www.cmhc.ca and enter keyword "multi-unit"

Canada

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Host Sponsor**

**The My Ideal Home Rental Network
Canada's Most Comprehensive Rental Listing Network**



Presentation: Thursday, May 7 at 1:45pm

For over 10 years, The My Ideal Home Network has been bringing innovative solutions to the apartment industry. We work with our clients to create a custom solution that meets their unique needs. Our service is designed to cater to the smallest landlord all the way up to the largest property management company. We are Canada's most relied upon rental network. With over 100,000 unique members strong, we grew one member at a time. Our family of websites has grown significantly since 1998 and we welcome you to join us as a strategic partner. We offer a synergistic relationship with Property Manager Associations by encouraging our members to join their local associations for their expertise and associate member discounts. We also offer association members 25% off all advertising and services we offer. If our member is not your member, we explain that by simply joining the association, their savings with us often exceed the cost of membership. In some cases, we will even pay their membership with your association.

In addition, we provide a full range of services to property owners and managers such as domain setup and hosting at no charge, corporate logo and link, POP3 email setup & hosting. 800 toll free technical support is included 5 days a week. All ads are promoted across our 100 partner websites throughout the US and Canada. By working together, we can further increase your new membership and help retain your current members.

For further information, please go to www.ecommediagroup.com or call 1-800-862-9874.

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Platinum Sponsor



Presentation: Thursday, May 7 over lunch

Yardi Systems, Inc. is the global leader in the design, development, and support of integrated property management software for organizations of all sizes. For 25 years, our technology and services have led the industry through responsiveness and innovation, becoming the premier application for real estate software solutions worldwide.

For more information visit our website at www.yardi.com.

Gold Sponsor



Presentation: Thursday, May 7 over lunch

RONA is the largest Canadian Distributor and Retailer of hardware, renovation and gardening products. RONA operates a network of 678 franchise and corporate stores of various types and sizes. RONA also employs more than 27,000 people throughout Canada, with more than 14 million square feet of retail space.

Our objective is to contribute to our clients' success by meeting their specific needs and creating made to measure – customized – solutions. Our unique business model combines the advantages of retailers and those of distributors under one roof. Our retail network meets the needs of property managers as well as those of business operators who, in addition to overseeing regular maintenance must also deal with renovation projects and emergencies.

We provide a complete package, offering basic materials and value added products that will both increase the value of your properties and simplify your every day tasks.

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Silver Sponsors



Rent Check Presentation: Thursday, May 7 over breakfast

The Rent Check service, founded in 1976 is a pioneer in the field of developing and providing tenancy history information to housing providers in Canada. Rent Check's software architecture provides the tenancy granting industry with a Rent Data Exchange (RDX) system to contribute and retrieve renter information about rent payment and termination histories. As brokers for both Equifax and TransUnion Rent Check offers a unique blend of online risk assessment reports, criminal and commercial reports specifically designed for tenancy grantors.

As an industry leader for over 30 years, Rent Check continually develop innovative tools which accurately assess the profile of renters and help reveal the best renter applicant in Canada. Rent Check is headquartered in Toronto, ON Canada with sales locations throughout Canada.

For more information visit our website at www.rentcheckcorp.com.



Coinamatic Presentation: Thursday, May 7 over breakfast

Coinamatic Canada Inc. is a privately owned Canadian company celebrating over 62 years in business. Coinamatic supplies coin and smart card-vended laundry services to nearly 15,000 multi-family residential buildings in 525 communities across Canada serving approximately 2 million residents, and is by far the largest company of its kind in Canada.

This business is serviced by a national field service network consisting of 14 branch offices, providing services to over 8,000 commercial and institutional clients, including most major residential property owners and managers as well as school administrators and public housing authorities. Coinamatic is the only ISO 9001:2000 certified laundry route operator in North America.

Although Coinamatic continues to be one of the largest coin processors in Canada, Coinamatic is also the largest issuer of reloadable smart cards with over 400,000 active SmartCity® cardholders processing over 2.5 million transactions per month. SmartCity smart cards provide a platform technology for new services to enhance the Company's service offering. For more information visit our website at www.coinamatic.com.

1-800-361-2646, Susan Reynolds, Director, Business Services, sreynolds@coinamatic.com

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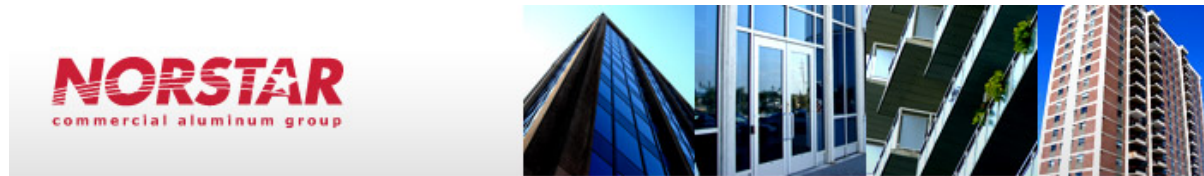


Places 4 Students Presentation: Thursday, May 7 over breakfast

PLACES4STUDENTS.COM is the official Off-Campus Housing Listing Service for over 80 college and university campuses throughout North America. Partnership with these institutions include that their faculty refer students and alumni to our listing service exclusively. In addition, rental ads in our database are viewed by students directly through a link on each school's website. Places4Students.com receives an average of 12 million viewings monthly.

PLACES4STUDENTS.COM listings are in real-time and accessible 24/7 by students. We offer a user friendly system for landlords and property managers to create, modify and renew ads. As well, smart search capabilities, Google mapping features, student traffic tracking, e-mail updates, descriptive listings with photos and many more benefits are included. Featured property listings ensure that your ad receives the most exposure to students. Advertising rates are cost effective and corporate discounts with significant savings are available.

PLACES4STUDENTS.COM is the world's premier website for property managers and landlords to advertise their rental properties to post-secondary students. Our staff has been offering reliable off-campus housing solutions to students, schools, landlords, property management companies and real estate firms since 2003. Manage your rental advertising online with a company that specializes in Helping Students Find a Home Away From Home!



Norstar Windows & Doors Presentation: Thursday, May 7 over breakfast

From simple beginnings, Norstar Windows & Doors winning formula is a leading manufacturer and installer of high performance windows, doors, curtain walls and railing systems which services now include the multi-residential, commercial, high and low rise developments, and is the largest company that manufacture and install custom-made window products in the Hamilton and Halton regions. Norstar employs over 100 quality conscious people in a state of the art 68,000 square foot plant and administration office. Whatever the project, Norstar can produce what you are looking for," said President John Vacca. Today, Norstar is capable of producing 1000 windows, 250 doors and 5000 feet of railing per week in one shift, under strict certification guidelines to meet the CAN/CS A-A 440-00.

Norstar also has the industry backing for quality control. Norstar is an ISO 9001 Registered Company, and was the first ISO 9001 Registered Company in Ontario. This puts quality control at the heart of Norstar's operations, allowing them to adapt to needs of any customer, place a premium on customer feedback, and to strive for higher goals and objectives in terms of customer service. This is achieved by continually improving internal processes and productivity levels allowing Norstar to offer better services and products to their customers.

"The Best Product, The Best Service, The Best Value."

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Cohen Highley Presentation: Thursday, May 7 at 10:20am

Cohen Highley LLP provides legal services to clients throughout the Province of Ontario while maintaining a head office in London and a satellite office in Sarnia. Our firm's mission is to provide each of our clients with responsive service and effective solutions.

Cohen Highley's Residential Tenancies legal advisors have a proven track record as innovative and effective advocates for landlords in the area of residential tenancies law. Our lawyers, rent control consultants and paralegals act exclusively for landlords and have a wealth of experience before the Landlord Tenant Board, Provincial Offences Court, Ontario Human Rights Tribunal and related appellate courts.

Our commitment to landlord organizations and advocacy of industry issues at the Provincial, Regional and Local levels has given our legal advisors a distinct edge in providing effective and timely consulting advice and advocacy services. Collectively, we have established dozens of significant, precedent-setting decisions before housing courts and boards. Since the founding of our firm in 1974, two words have come to define Cohen Highley LLP's approach to the practice of law: service and solutions. When you engage Cohen Highley LLP, you are employing a team that is focused on your needs.



First National Presentation: Thursday, May 7 over lunch

Whether you are a commercial landlord looking for new financing or an investor who is looking for the most suitable financing option, at First National we put all of our resources and expertise behind the development, administration and servicing of mortgage solutions. We offer you Canada's broadest mortgage product line-up, backed by our knowledgeable team of mortgage experts. We make your needs our first priority.

Each mortgage inquiry starts with a professional mortgage consultation and analysis. The First National team of commercial mortgage experts will consult with you to analyze your needs and develop a customized proposal detailing your loan strategy, preferred terms, best rate solution and optimum financing recommendation.

When you think of mortgages, think of First National first. We promise we'll earn your business, because meeting your needs is our first priority. Call us today to find out how First National can customize a lending solution for you. Phone: 1-800-465-0039

CFAA THANKS ITS 2009 ASSOCIATION CONFERENCE

Welcome Dinner Sponsor - Wednesday, May 6, 2009



Stratacon Inc. was founded in 1997 and is a full service smart sub-metering company serving the multi-residential and commercial markets. They provide complete turnkey services including utility analysis, meter installation, online consumption information for consumers, bill presentation and collection, project monitoring and verification. Both owners and tenants have real-time access to energy consumption information via Stratacon's client web server.

Stratacon is not just about meters or billing but rather providing smart energy solutions which save their customers time and money. Stratacon is constantly working with leading technology partners to ensure that they are at all times providing their customers with the most convenient and effective solutions available today. By using the most advanced project evaluation technologies and providing performance results, Stratacon has secured the confidence of some of Canada's largest and most proactive Property Management and Property Development companies.

Stratacon's online billing and reporting platform is operated by ista, a company that provides billing and energy management services to 14 million homes worldwide and nearly 1.5 million homes in the United States. Using the ista platform, Stratacon provides residents and building managers with comprehensive, industry leading energy consumption information in real-time. By exclusively partnering with ista, Stratacon is able to provide their customers with unparalleled service. From the property management level to the individual resident, Stratacon delivers the most robust billing and energy management service solutions in the industry.

For more information please visit our website at www.stratacon.ca.

CFAA THANKS ITS 2009 ENERGY CONFERENCE

Dinner Sponsor – Thursday, May 7, 2009



The Federation of Rental-housing Providers of Ontario

Profile

The Federation of Rental-housing Providers of Ontario (FRPO) is the province's leading advocate for quality rental housing. We represent a wide range of multi-residential housing providers, from the smallest landlords to the largest property management firms, as well as related industry suppliers and professionals from across Ontario. FRPO represents over 800 members who supply and manage homes for over 250,000 households.

We are promoting a healthy and competitive rental housing industry by ensuring the impact of legislative and regulatory changes serve the best interests of landlords and tenants.

Our Mission

Our mission is to provide the highest quality services to our members through education, policy development and advocacy. We will do this through:

- Upholding public policies that support the availability of quality housing
- Protecting the rights of private sector landlords and property managers while helping them profit from their investment in multi-residential real estate
- Informative and educational training sessions on regulatory issues and industry best practices
- Promoting industry best practices, fair conduct and professional standards of our members
- Fostering better communication and information sharing among members
- Educating government, the media and general public on the critical role of the private sector in the supply of well-managed and maintained rental accommodation.

Our Objective

A balanced and healthy housing market with a vital rental-housing industry, choice for consumers, adequate government assistance for low-income households and private sector solutions to rental-housing needs.



CFAA Association Conference 2009 London Conference Centre, London, Ontario May 7, 2009

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ABOUT THE CFAA-FCAPI

May 2009

The Canadian Federation of Apartment Associations (“CFAA”) represents the owners and managers of more than one million residential rental suites in Canada, through 17 organizations across Canada. In existence since 1995, CFAA is the sole national organization representing the interests of Canada’s \$40 billion per year private rental housing industry, which provides quality rental homes for seven million Canadians.

CFAA provides a voice for the residential rental industry, advocating the interests of the industry to the Government of Canada. We believe that a healthy rental market contributes greatly to our national well-being and economic prosperity. We believe that the policies we advocate will benefit landlords, tenants, industry suppliers and taxpayers.

CFAA also functions as an information exchange among our member associations, providing information about best practises and successful programs across the country.

Our member associations include:

- British Columbia Apartment Owners and Managers Association (BCAOMA)
- Calgary Apartment Association (CAA)
- Eastern Ontario Landlord Organization (EOLO)
- Edmonton Apartment Association (EAA)
- Federation of Rental-Housing Providers of Ontario (FRPO)
- Greater Toronto Apartment Association (GTAA)
- Hamilton and District Apartment Association (HDAA)
- Investment Property Owners Association of Nova Scotia (IPOANS)
- Kingston Rental Property Owners Association (KRPOA)
- London Property Management Association (LPMA)
- Manufactured Home Park Owners Alliance of British Columbia (MHPO)
- Multiple Dwelling Standards Association (of Toronto) (MDSA)
- New Brunswick Apartment Owners Association (NBAOA)
- Professional Property Managers’ Association (of Manitoba) (PPMA)
- Rental Owners and Managers Society of British Columbia (ROMS BC)
- Saskatchewan Rental Housing Industry Association (SRHIA)
- Waterloo Regional Apartment Management Association (WRAMA)

CFAA Conference - Schedule of Events

Wednesday, May 6, 2009 – CFAA Welcome Dinner

Time	CFAA Event
7:00 pm	CFAA Welcome Dinner sponsored by Stratacon at the Hilton Hotel for CFAA delegates, Association sponsors, and invited guests

Thursday, May 7, 2009 – CFAA Association Conference

Time	CFAA Event		
8:00 am	BREAKFAST buffet and sponsor presentation(s) at the London Convention Centre, Salons A & B	Rent Check Credit Bureau Presentation	
		Coinamatic Canada Presentation	
		Places4Students Inc. Presentation	
8:45 am	Creating value and engaging members: introduction and break out groups		
9:50 am	Norstar Windows & Doors Ltd. Presentation		
10:00 am	BREAK		
10:20 am	Cohen Highley LLP Presentation		
10:30 am	Report back from groups & plenary discussion		
11:15 am	CMHC Rental Housing Outlook		
Noon	LUNCH and sponsor presentation(s)	First National Financial LP Presentation	
		RONA Presentation	
		Yardi Systems Presentation	
1:00 pm	Cross Canada Round Up - developments affecting landlords across Canada		
1:45 pm	Association Host, My Ideal Home Rental Network presents on web based advertising for landlords		
2:15 pm	BREAK		
2:00 pm - 4:30 pm	CFAA-LPMA Trade Show Exhibitors may set up their Trade Show Booths at the London Convention Centre, 2 nd floor, Ballroom 1		
2:45 pm	Cross Canada Round Up continues		
4:00 pm	Association Conference Concludes		
4:30 pm	Trade Show Registration Opens		
4:45 pm – 7:15 pm	LPMA Tradeshow & Reception at the London Convention Centre, 2 nd floor, Ballrooms 1		
5:15 pm	NR Can – retrofits & incentives for low-rise rental buildings	FRPO – Provincial Issue Update For Landlords	Carpet Department - flooring
5:45 pm	London Hydro - retrofits & subsidies	Metro Group - garbage & recycling	Stratacon - sub-metering
6:15 pm	Green Sun Rising - solar heating	Enbridge Electric Connections - sub-metering	CFAA's current work for landlords
6:45 pm	Exhibitor prizes will be drawn (posted by 7:00 pm)		
7:15 pm – 8:15 pm	LPMA AGM (for LPMA members only)		
8:00 pm	DINNER sponsored by FRPO for CFAA delegates, Association & Energy Conference partners, and invited guests in the Upper Dining level at Michael's on the Thames, 1 York Street		

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CFAA 2009 Conference Partners London, Ontario

Association Conference Partners - Thursday, May 7, 2009

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Energy Conference Partners - Friday, May 8, 2008

Primary Event Partner

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ENGAGING ASSOCIATION MEMBERS BY CREATING VALUE

By John Dickie, President,
Canadian Federation
of Apartment Associations
May 2009



Based in part on
Creating Value for Members
by Donald Belfall, 1999, CSAE.

The Challenge

- Many of us feel that our associations can be more than they are today
- We experience:
 - static or gradually declining membership
 - static annual dues and resistance to required increases
 - low user-pay revenue
 - volunteer and staff frustration with chronic cost containment
- Our associations may be stuck, assuming that the value proposition for the future is the same as it was yesterday



The Opportunity

- Associations need to:
 - create value for members
 - engage their current members
 - gain new members
- Associations succeed by providing superior value to their members
- Superior value engages members
 - AND gains new members

Canadian Federation of Apartment Associations - Fédération Canadienne Des Associations De Propriétaires Immobiliers
640 – 1600 Carling Ave, Ottawa, ON K1Z 1G3 Phone: (613) 235-0101 Fax: (613) 238-0101 www.cfaa-fcapi.org



Delivering Value

- When members see good value in the association they:
 - Renew their memberships
 - Accept dues increases
 - Buy more user-pay services
 - Become highly satisfied customers or “owners”
 - Actively promote the association to non-members
 - Actively participate

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The Value Equation

$$\text{VALUE} = \frac{\text{Benefits received}}{\text{Costs experienced}}$$



Benefits and Costs

- Benefits that a member receives:
 - are based on results/outcomes as perceived by the members
 - depend in part on frequency of use
- Costs experienced are:
 - relative
 - Include both monetary and non-monetary components (e.g. time spent and risk)



Value

- Changes over time
- Depends on price AND quality AND frequency of benefits
- Is relationship-oriented, and:
 - based on the Association's total offering
 - dependent on the Association's total involvement with its members including all levels of contact with the association and with the members' staff
 - measured over the life of the relationship



Value

- Value includes:
 - the Association's image
 - the “feel good” benefit of being in an industry group
 - recognition of “good works” done
- Being a member has a cachet
(for-profit companies try to get customers to become “members” of loyalty programs)



Value Management

- An association is a means for its members to achieve something, not an end in and of itself
- Value is not homogenous
- Different members value things differently, AND find value in different things
- Associations need to segment their membership and address the specific needs of the segments

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What do different members want?

- Information about new or changed rules
- Information about new products and services
- Education about property management
- Political action/lobbying
- Social interaction with their peers
- A feeling of belonging
- To give back to the industry

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What do different members want?

- Buyers plan/discounts
- Business growth/contacts
- Research/benchmarking
- Accreditation for property management companies
- Accreditation as employees
- Other

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To be systematic about providing value, associations should ...

- Think about what they can do to satisfy different segments of the membership
- Survey members or prospective members about what they want
- Decide what to do
- Engage members/prospective members by addressing their varying needs and wants
- Alternately, associations or members may want to take small steps as opportunities arise

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Different Member Segments

- By type of member:
 - Private landlord
 - Institutional landlord
 - Non-owner employee in the industry
 - Supplier or affiliated service provider (e.g. realtors or brokers)
- By experience level:
 - Newcomer
 - Experienced operator

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Different Member Segments

- By size:
 - Small
 - Medium
 - Large
- By jurisdiction (geographical presence):
 - National
 - Provincial
 - Municipal

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Different Member Segments

	Small and new	Small and experienced	Medium	Large
Private landlord	X	X	X	X
Non-owner employees	New	Experienced		
Institutional landlord				X (National or Provincial)
Supplier/ realtor	Y	Y (Local)	Y (Local or provincial)	Y (National or Provincial)

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Key member segments would seem to be

- Large landlords, including institutional and national landlords
- Medium-size private landlords and experienced employees
- Small landlords, including new landlords and new employees in the industry
- Suppliers and realtors
- Other ?

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We are now going to split up into 4 or 5 break out groups

- to discuss ideas for serving different members
- Within each group, please
 - Suggest what goals that member segment wants
 - How our associations can serve those goals
- In plenary session we will hear the group reports and to have a general discussion

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Please decide on your segment/group

- As a landlord, where do you fit?
- As suppliers, would representatives from the same company please split up so that you are not all in the “supplier group”
 - We value your ideas about what different member segments want
 - And how our associations can serve those goals, while serving your needs too

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Please decide on your group

- I would ask CFAA Directors to choose their groups last so that we make sure that all the groups have a good mix of people
- In plenary session we will hear the group reports and have a general discussion
- The discussion may continue through the year as associations help one another to serve certain member segments better



CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for New Brunswick

Association reporting: **New Brunswick Apartment Owners Association (NBAOA)**

Person reporting: **Scott Stacey and Will Scholten**

1. Market conditions

a) General economy

While the economy in Canada overall is suffering from the global recession, New Brunswick is not feeling the effects as much as other Provinces. There are several large construction projects on the go right now with more waiting to start as well as a few “rental housing projects” being constructed in the low-income housing sector. In Saint John, a notorious “NB Housing” area has been demolished and the area, including the surrounding neighbourhood, is slated for redevelopment. The overall redevelopment will only include about 15% low-income housing in a mixed community environment.

b) Rental market demand & supply

According to CMHC, the overall vacancy rate in New Brunswick’s urban centres was 3.6% in the fall of 2008, down from 5.3% last year. Average rent increases varied from 0.6% in Fredericton to 4.5% in Saint John. This drop in vacancy is indicating a strong demand for rental housing. Reduced apartment unit construction in both Moncton and Fredericton is mainly responsible for the vacancy rate decline in these centers since both have maintained stable demand. In Saint John, apartment starts have been at historically high levels during the past two years. However, the increased supply has not met demand associated with increased economic development surrounding current and potential large-scale energy sector projects. As a result, the increased demand has led to a lower vacancy rate.

2. Political conditions

a) Any change of government and its implications

During the election, all parties made reform of the “Double taxation” issue a part of their platforms, but nothing has been done about it yet. The issue was once again not addresses in the 2009 budget. Please see attached letter from the Chair of NBAOA’s property tax committee, Willy Scholten.

b) New government initiatives affecting rental housing – nothing significant to speak of.

c) New activity by tenants advocates – nothing significant to speak of.

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?

Property Assessments have been increasing in the 10% - 15% range for the past 2 years. This is eventually going to lead to bigger increases in rents to cover the increased taxation.

b) How did the industry respond to the political challenges?

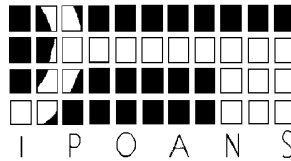
Willy Scholten reports: NBAOA has sent letters to the Premier and the Minister of Finance (MOF) requesting a meeting. Both sent back letters: the Premier told me that I should continue my discussions with the Ministry of Finance, and the MOF ignored the meeting request and went on about the reductions in corporate and personal rates and the new formula on property tax increases. I will pursue the meeting but it is my belief that we need to put more pressure on the government in order to get this issue to the forefront like the ferries, the education system etc. To do this, we need to get tenants engaged. NBAOA will think about this after our anticipated meeting with the Premier. Killam Properties made an interesting video about the property tax issue in Halifax. You can view the video at <http://www.killamproperties.com/video.asp#>

I will be discussing the assessment issue on our new BLOG to solicit Landlord & Tenant responses.

c) What programs did the industry initiate itself? - None

4. Association news of note

NBAOA is launching a new website that will include a BLOG where Landlords & Tenants can comment on the issues. The site will also have free apartment listings for our members, and a new and exciting Tenant Reporting System where, upon “move-out”, a report will be completed by the Landlord which will generate a score for that particular tenancy of 0 to 5 “KEYS”. (5 being the highest score).



**THE INVESTMENT PROPERTY OWNERS ASSOCIATION OF
NOVA SCOTIA**

May 5, 2009

John Dickie, President
Canadian Federation of Apartment Associations
1600 Carling Avenue, Suite 640
Ottawa, Ontario
K1Z 1G3

Dear John:

Sorry I can't join you and the Board for the AGM. I always get a great deal from the meetings and interaction with other members of the Board.

A brief contribution to the "Cross Canada Round Up" from Nova Scotia [is attached].

We will keep you informed of our progress.

Good luck with your AGM and say hello for me. I look forward to attending next year.

Yours truly

R. A. MacLaine
Executive Director

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS
May 2009

Cross- Canada Round Up report for Nova Scotia

Association reporting: **Investment Property Owners Association of Nova Scotia (IPOANS)**

Person reporting: **Rex MacLaine**

1. Market conditions – The economy is still carrying on with minimal effect, at this point, from the global recession. A slowdown in multi –residential development had already started after a very aggressive expansion over the past several years.

Rental market demand and supply – The balance between demand and supply is very healthy at this time allowing for reasonable rental increases on renewals and favorable occupancies.

2. Political conditions – An election has just been called representing the eighth election in the last eleven years with the last two sittings being minority, Conservative governments. Current polls indicate a continued minority government with the NDP having the balance of power between the Conservatives and the Liberals, as is the situation currently.

IPOANS has been hampered over the past few years because the minority governments have been reluctant to make any changes to address our concerns about the Residential Tenancies Act or any other legislation affecting us. The threat of an NDP government only adds to our concern.

New activity by tenant advocacy groups – A document issues by The Halifax Coalition Against Poverty stating how it “hates all scumbag landlords” has been delivered to all buildings owned by one of our largest members. Initially this was met by shock, but subsequently as a strategic approach, the flyer has been ignored. I have been informed that the owner did not get any feedback from the tenants. The IPOANS Board was informed and will decide how to react if the document starts to circulate elsewhere.

4. Association news of note

IPOANS will have its AGM on May 13th and after a number of strategy meetings is initiating a new direction for the association with greater concentration on provincial and municipal legislative issues. The feeling is that these issues have been the primary interest over many years; we have not had the success that we would hope.

Membership has been shrinking because of the loss of a critical heating oil discount contract, illustrating the association’s dependence on the buying group side when its primary mandate has been to effect fair legislation for its members. The loss of membership with its effect on the financial health of the association has been counteracted and it is now financially stable at this time. Current action is necessary to insure the continued financial and membership support in the future. We will keep you informed of our progress.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Ontario

Association reporting: **Federation of Rental-housing Providers of Ontario (FRPO)**

Person reporting: **Mike Chopowick/Vince Brescia**

1. Market conditions

a) General economy

According to CMHC, Ontario's economic growth for 2008 was the lowest among Canadian regions, and Ontario's economic recovery will be gradual in 2009 ranging from 0.6 to 1.6 per cent. Ontario will also continue to lose migrants to the West.

b) Rental market and housing market demand & supply

According to CMHC, most Ontario rental vacancy rates will move modestly lower in 2009 and 2010 compared to recent years, but Ontario regions tied to manufacturing and trade with the U.S. (Windsor and South-western Ontario) will see above average vacancy rates. Average rental increases will run closer to inflation. On the investment side, multi-unit residential investments will yield stable and predictable returns in long run.

For owner-occupied housing, Ontario home starts will drop to 62,000 units in 2009 from 74,500 in 2008, with single detached starts experience more pronounced downward revision for 2009. Slowing employment growth and higher prices will also dampen demand for resale homes dropping from 187,000 sales in 2008 to 173,000 units in 2009. High homeownership costs and less access to credit will add to downward pressure on rental vacancy rates.

2. Political conditions

a) Any change of government and its implications

Ontario's Liberal government is halfway through its second four-year term. The next election is October 2011. The main observation is that, despite some specific contentious issues (for example: smart metering legislation), landlords face overall legislative and regulatory stability in rental housing policy. The government has little appetite to open up the Residential Tenancies Act on issues dealing with rent control or the Landlord Tenant Board, unless they perceive an acute need to further indulge the tenant vote. Economic conditions will influence government housing policy priorities.

The government continues to issue very pessimistic forecasts for the province's fiscal and economic prospects. The 2009 provincial budget introduced a deficit, and the Premier indicated that the rate of investment in new initiatives will be scaled-back. This may result in constrained spending on new housing assistance programs.

"The economy will not come back as strong, in as strong a way, as it has supported us in the past -- unless we make some fundamental changes," Premier Dalton McGuinty, January 30, 2009.

b) New government initiatives affecting rental housing

Smart Meters - Smart meters are meters which report consumption by time of day. Any new meters installed in Ontario must be smart meters. That includes any sub-meters installed to break down consumption among users who are bulk-metered with others vis-à-vis the utility company.

The government continues to muddle on the smart meter file. Ontario is one of only a few jurisdictions in North America where a majority of tenants unfairly subsidize the electricity bills of their neighbours within their building because they are “bulk-metered”. The implications of government policy are significant – if poorly written rules make it uneconomic for landlords to install smart meters, and discourage conservation by rewarding the biggest energy wasters with the biggest rent reductions, then smart sub-metering won’t occur and the huge electricity savings that could result will be lost. Avoiding negative smart meter rules is FRPO’s biggest policy priority right now.

HST – Ontario announced in March 2009 it will implement a harmonized PST-GST on July 1, 2010. The impact of harmonization is to extend the PST to a variety of new input costs that previously were exempt. In apartments this includes such costs as gas heat, electricity, maintenance contracts, property management services, renovation contracts, and other normal building operation costs. HST will increase operating costs by approximately 4.2% to 4.8% while average rents will increase approximately 2.5% to 3.0% or \$274 to \$320 per unit. FRPO is lobbying the Ministry of Finance for accommodative transition rules that mitigate landlords’ inability to recover HST-related cost increases due to rent control.

Disabled Accessibility Standards – The Ontario government is proposing new accessibility standards that will be costly, difficult to implement, and onerous to provide on an ongoing basis for landlords and property managers due to the heavy regulation and price controls our sector already operates under.

The Ministry of Community and Social Services is conducting consultations now on these new proposed standards. FRPO has provided input and appropriate objections to proposed accessibility standards for the dissemination of information and communications. New accessibility standards related to built environment and physical access to buildings and facilities will be released in May 2009. FRPO will review and provide input on these new requirements once they are available.

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?

The market is having a mixed effect on landlords, and market conditions vary widely across Ontario. Larger cities are seeing a decrease in vacancy rates, resulting in stabilizing of rents, while many secondary markets continue to be more competitive

for landlords. The industry is more aware of the recession-related risk of increased rates of rent default. Landlords are taking steps to manage this risk, and FRPO is preparing to address the potentially negative public relations issue that may result from an increase in recession-related eviction applications.

b) How did the industry respond to the political challenges?

In response to the government's obstructionist approach to rental housing smart metering, FRPO has engaged in intense, closed-door lobbying with government officials in the Ministry of Housing and Municipal Affairs, the Ministry of Energy and Infrastructure and the Premier's Office. For now, FRPO wishes to avoid a public relations battle with taxpayer-funded tenant advocates on this issue.

In late 2008, FRPO also started a volunteer Public Relations Committee to help devise strategies and develop PR projects that highlight the positive things about landlords and rental housing. This effort is an indirect way of re-focusing attention of politicians and the public away from negative rental housing issues, and onto more positive things like charitable initiatives, green rental living and a more positive identity for FRPO in its role as an industry association. LPMA, EOLO and CFAA are "represented" on that committee through John Dickie and B.J. Santavy.

c) What programs did the industry initiate itself?

FRPO's Certified Rental Building (CRB) Program is in its second year. This voluntary industry accreditation program provides a quality assurance certification to buildings that meet standard of practise requirements, as determined by a third-party auditor. So far, 80,000 suites have enrolled in the program, up 100% from the 40,000 suites reported to CFAA in 2008. The CRB program was discussed at CFAA's Conference in Saint John, NB.

FRPO's Appliance Replacement Program was launched in 2008. FRPO member landlords get a group discount on new refrigerators, stoves and dishwashers. Since August 2008, FRPO's appliance replacement program has replaced 6,000 old refrigerators with new Energy Star models. Of these 6,000 old fridges, over 2,400 were pre-1993 models, resulting in electricity savings of over 50%. All old fridges have been environmentally decommissioned, which is critical in achieving energy use reductions.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for London

Association reporting: **London Property Management Association (LPMA)**

Person reporting: **B.J. Santavy**

1. Market conditions

The unemployment rate is at 8.9%, the highest it's been since 1996. That is up 2% since November 08, with 23,000 Londoners out of work.

According to CMHC, new home starts have declined due to "soft demand for single detached homes". Although overall housing starts are down in London over the first quarter by 37%, apartment construction was up 26%.

2. Political conditions

a) Any change of government and its implications – no change in the City government.

b) New government initiatives affecting rental housing

Due in large part to homeowner complaints about student rentals, the City of London proposed to license all landlords. This is a power recently given to city governments by provincial law. Due to LPMA opposition the city staff revised the plan to licensing buildings with 6 units or less. LPMA continues to oppose that measure. The issue will be addressed further under point 3 b).

c) New activity by tenants advocates – nothing significant to speak of.

3. Industry Response or Initiatives

a) What effect did the market have on landlords and how did landlords respond?

While I don't have hard facts on the effects that the economy has had on the vacancy rate, there is no shortage of expensive advertising in the newspaper and a lot of free rent being given away indicating that many landlords continue to struggle with vacancies. Anecdotal evidence suggests that many people are moving out of their apartments and moving in with family to save on expenses.

b) How did the industry respond to the political challenges?

Over the past year, LPMA has been aggressively battling landlord licensing, with the assistance of lawyer Joe Hoffer, who is acting in both a legal role and as a lobbyist with the City. (Joe's law firm, Cohen Highley, is a strong supporter of LPMA, and is a sponsor of the CFAA Conference.)

While the city is proposing to start with a fee and an inspection process for buildings with 6 or less units, staff have recommended that it be expanded to

include all building with 5 storeys or less. This is half of the apartments in London. While the war isn't over, LPMA won a battle in March. At the eleventh hour when everyone thought that licensing was going to be adopted, City Council decided to defer the vote on the bylaw for 3 months and instructed City staff to conduct more proactive enforcement of existing Property Standards bylaws

LPMA's success came from the fact we were able to rally our tenants in the largest public meeting ever in the City of London. We also gave our tenants the contact information for the city councillors and controllers and encouraged them tell their representatives what they thought about this "tenant tax". They spoke loud and clear in opposition to licensing. (London has a Board of Control system in which some City councillors, "controllers" are elected from the City as a whole, whereas the ordinary Councillors are elected from wards. With the Mayor Board of Control forms a type of executive committee.)

4. Association news of note

LPMA's Drive to 500 members fell short only by 2 members!! We started this drive in Sept. 2007 when we only had 446 members. We've gained 52 members in a year and a half.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Hamilton

Association reporting: **HDAA**

Person reporting: **Arun Pathak**

1. Market conditions

a) General economy

The economy is down, steel mills are shut down etc. but we have not felt much of an impact yet. It will come soon.

b) Rental market demand & supply

There is no significant new rental supply. We expect the bad economy to hit our industry shortly.

2. Political conditions

a) An change of government and its implications

None at the City

b) New government initiatives affecting rental housing

The City of Hamilton is looking at Licensing Rental Properties. At a recent public meeting one councillor said “When we get to some form of licensing” This is being pushed by homeowners around the University.

c) New activity by tenants advocates

Not sure where they stand on Licensing, fairly quiet at the moment.

3 & 4. Industry response or initiatives & Association news of note

As an association HDAA is focused on 3 things, (not necessarily in this order)

Firstly, growing the association,

Secondly, preventing licensing,

Thirdly, we hope to take action on the Multi-res property tax issue when we hear from FRPO about the results of their Hamilton pilot project at our May 13th, meeting.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Waterloo

Association reporting: **Waterloo Regional Apartment Management Association (WRAMA).**

Person reporting: **Larry Smith, Past President & Glenn Trachsel, President**

1. Market conditions

a) General economy

Waterloo Region avoided much of the economic downturn due to diversification of employers, e.g. insurance companies, high tech firms like RIM who had few layoffs or in fact hired. We weren't completely immune but cuts weren't as deep.

b) Rental market demand & supply

Supply remained constant and there are some investors looking for bargains to rent out. The CMHC October report said vacancy was at 1.9%, and average rent for a 2 bedroom apartment was \$840. The City of Waterloo changed policy in 2007/08 to allow intensification of core areas and extensive building has been on-going to build student housing rental units. Vacancy was low last Fall, but demand appears to be weakening into Spring 09. There are some large new condo projects on the city books that are expected to proceed in 2009. City of Waterloo has student housing which could show increased vacancy due to extensive building that has taken place.

We are not losing tenants as first time buyers and even some tenants are not moving as much. Rentals take a little longer to fill and screening is even more crucial, as some applicants are looking because being asked to leave.

2. Political conditions

a) Any change of government and its implications

We feel that this would have little effect with government at any level unless the NDP got in provincially. The current Liberal government just changed the Residential Tenancy Act in 2007.

b) New government initiatives affecting rental housing -

Ontario cities now have the power to license landlords, and like other cities Waterloo is exploring it. For many years Waterloo had tried to remain a small, ideal, community but a few years ago realized that progress and growth were inevitable. For example, Waterloo used to have a bylaw limiting high-rises to about 5 stories, but that has changed. The city planners now realize that because of having no ready development land the City must intensify. The City also brought in licensing of student rooming houses in the 1980's mainly to have them inspected for fire safety. I believe after a student death. Recently with the growth of Waterloo University the student housing business has blossomed.

The current system of rooming house licensing generally applies if there are more than three unrelated people living in the same unit, which is part of a single house, a duplex or a triplex. However, there are different rules if there are 4 or 5 roomers, or if there are more than 5 roomers. Another rule is that no lodging house license will be issued within 75 meters of an existing lodging house license. The thinking was to keep the student housing spread out and avoid a student ghetto. However, one result has been to push student housing out into better areas, where the residents complained more.

In the past few years there has been a shift from converting houses to rooming houses to constructing low-rise multi units. There are reports that developers building houses aimed at students are trying to get around rooming house rules by building a triplex where each unit has three bedrooms and a "den". Under the current by-law none of those units would be a rooming house, but in fact the 'den' may be used as a fourth bedroom.

In addition, the demand for student housing has been so great that under the intensification rules high-rise student housing has appeared. On some streets three triplexes side by side, each holding 15 students were demolished and on same footprint an 80 bedroom structure built with 16 - 5 bedroom units. A few locations close to the University have 6 to 8 of these complexes on one street. That has led to less demand for the rooms further away from the University.

In addition, the City has been challenged on the fact that licensing only student housing may be discriminatory under the Human Rights Code.

Finally, residents in older posh areas of Waterloo complain of student parties etc from neighboring rooming houses. The city are now trying to control things and are revamping zoning and are taking this opportunity to re-visit their licensing.

The City has made it known that to deal with the student housing problem, it is considering zoning changes and changes to the student rooming house licensing regime. However, WRAMA has just learned that the City staff are also considering expanding licensing to other rentals as well.

The harmonized sales tax which is to come to Ontario in July 2010, and will have a negative impact on our industry.

c) New activity by tenants advocates - We have few problems in the region, with any horror stories about substandard conditions usually involving public housing.

We have a very low key tenant association who we try to work with as a tenant education tool.

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?

Huge vacancies are not occurring. Landlords must provide a well kept product, but we see few ads offering free rent etc.

b) How did the industry respond to the political challenges?

WRAMA has discussed the direction of the proposed licensing changes with the Planning Department officials. They want to keep the issue low-key and are planning a public meeting later this summer.

We know WRAMA needs to be pro-active and we are putting together a plan and a package of material. At this point our thought is to approach it the way LPMA did, calling the licensing fees a tax on tenants, and trying to get as many tenants involved as possible to oppose licensing. We will explain to council that protection already exists through property standards, RTA and Fire Dept. We will also show they could be liable if they pull a license and don't force tenants to move out. Any assistance would be greatly appreciated.

c) What programs did the industry initiate itself?

Little required so far

4. Association news of note

WRAMA continues to be a strong organization with over 650 regular and associate members. We held our annual trade show in April at St. George's Hall Waterloo which was well attended by over 150 people and had 50 booths. Meetings are held monthly with good attendance at over 100 people. Meetings are an educational platform with usually one or two guest speakers on current market topics.

Cross- Canada Round Up report for Toronto

Association reporting: **Greater Toronto Apartment Association (GTAA)**

Person reporting: **Brad Butt**

1. Market Conditions

Vacancy rate remains healthy throughout the GTA with the highest vacancy rate remaining at the lowest end of the market (i.e. least expensive units). Members report very little change in overall rental demand, although some reduction in move-outs (turnovers), likely related to the economy and lack of home buying.

2. Political Conditions

The City of Toronto government continues an activist role in rental housing, although the next municipal election is not until November 2010. The issues of most interest are as follows:

- The MRAB Building Audit program which began in December 2008 for one year, with auditing from rooftop to underground garage for over 180 buildings in the City to ensure compliance with the Property Standards By-law
- Implementation of a Waste Levy based on tonnage on all residual garbage collected from apartment properties (i.e. not recycled), which is having a significant financial impact on members
- A City program to reduce the property tax rate differential between the multi-residential and residential tax rate over a fifteen year period
- Continued City funding of tenant advocacy groups to fight issues and building owners on various landlord-tenant issues and disputes
- General acceptance of the need for a “housing benefit” program geared to low-income tenants living in private rental housing (big shift from the “build social housing” thinking of the past)
- Mayor’s Tower Renewal – a holistic approach to energy conservation based on the retrofit and redevelopment of existing concrete slab rental properties (most of which are 25 to 40 years old)

3. Industry Response

While our advocacy is strong, well received and from time to time effective, it remains an uphill battle everyday to ensure the rental housing industry “gets a fair shake.” The GTAA has tried to work pro-actively with both the bureaucracy and the politicians on a number of issues including better waste management practices, energy conservation initiatives, public health concerns, homelessness programs and projects and property standards matters. The evaluation that is most accurate is, “we don’t win any battles, we simply minimize damage.”

The association is however, pursuing fairly aggressive action on the City with respect to the waste levy program and some of the more onerous provisions of the Property Standards by-law.

4. Association News of Note

The GTAA Charitable Foundation is now donating over \$80,000 a year to community organizations to help with housing and homelessness related causes. The very successful Spring HOPE Food Drive in April had more than 700 apartment buildings participate. GTAA is also entering into a strategic partnership with a number of agencies and government departments to retain an advisor who will assist small and medium size apartment building owners maximize their opportunities to participate in energy conservation programs offered in Toronto.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Ottawa

Association reporting: **EOLO**

Person reporting: **Geoff Younghusband**

1. Market conditions

a. General economy

The Ottawa economy is not as affected by the recession as most cities because our largest employer is the federal government. 90,000 people work directly for the federal government and its agencies. The next biggest employment sector is the high-tech industry where 75,000 people are directly employed.

b. Rental market demand & supply

In the year until October 2008, vacancies fell from 2.3% to 1.4%. Rents have risen by a little more than inflation. There is some concern that rents will be negatively affected by economic downturn, but not yet facing the problem. Rental supply and demand are both fairly stable.

2 Political conditions

a. Any change of government and its implications

The Mayor of Ottawa, Larry O'Brien, is going on trial in May on a charge of seeking to have one of his opponents leave the 2006 election race by alleging that he could obtain a patronage appointment for him. If O'Brien is convicted, he will be removed from office and there will likely be a municipal election for mayor in the coming months.

b. New government initiatives affecting rental housing

The City is moving to bring in a cross-connection water by-law. The short-term plan will likely require a retrofit for apartment buildings greater than 4 storeys and bulk metered townhouses. They will be required to install a perimeter backflow prevention device that will be registered by the City and must be inspected by a licensed person on an annual basis. Internal estimates are that the cost could be between \$15,000 and \$30,000 per building. The short term goal of the cross-connection water by-law is to prevent wastewater from entering into the City's public water supply. The longer term goal is to prevent backflow within a building. EOLO understands that similar by-laws were adopted in a number of other cities across North America, including Toronto and Hamilton.

The City has adopted measures to ensure that people from homeless shelters are put into public housing and rent supplement units. Twenty percent of those housed are to come from the homeless group. The Ottawa public housing authority is finding that the homeless usually cycle out of their housing, being evicted within a few months for behavioural issues. The City has allocated

\$1,000,000 per year to fund 10 social workers to assist the homeless to remain housed. Another \$2M has been allocated for other supports along a similar line.

A “Leadership Table on Homelessness” is working on a strategy to reduce homelessness. They have largely bought into the “housing first strategy”, and are looking for units for housing for the chronic homeless. EOLO’s membership is concerned about the effect of such new tenants on members’ buildings, and also concerned as to the permanency of the supports which are being promised to make that plan work.

c. New activity by tenants advocates

Tenant advocates obtained City funding to hold a Tenants Conference for each of the last two years. The Conference participants advocated City funding for a City-wide Tenants Association and also City licensing for all landlords under the new powers the Province gave Ontario cities. The left wing of City Council strongly pushed for those measures, which were **not** focused on student housing. When the left-wing Councillors saw the strength of our opposition, they attempted to change the strategy to call for a study of licensing, arguing that the City should at least find out what other cities are doing across North America.

3. Industry response or initiatives

a. What effect did the market have on landlords and how did landlords respond?

Rents are being nudged up on turnover.

b. How did the industry respond to the political challenges?

EOLO is opposing the new water connection by-law. We argue that the added safety provided by the back flow prevention devices is trivial compared to the cost of the devices and the impact that cost will have on the affordability of rental housing. We are somewhat handicapped by the fact that similar by-laws already exist in other Ontario cities.

EOLO and a prominent member of EOLO sit on the Leadership Table on Homelessness. We are trying to mitigate the effect of the moves to force chronically homeless people out into the regular rental market through the rent supplement program, while at the same time showing our support for effective measures to reduce and eliminate homelessness.

EOLO put a major push on to prevent the City from funding a City-wide Tenants Association, and to prevent the City from licensing landlords. Through EOLO’s paid lobbyist, John Dickie (who is also the CFAA President), EOLO gained the support of the Ottawa Real Estate Board and worked with the association of small landlords in Ottawa, providing them with messages to send to Councillors. Thanks to everyone’s efforts and the skill with which they were coordinated, the tenant funding proposal was rejected and licensing was rejected completely. In fact, City Council directed staff not to study licensing at all. Due to the procedural rules against reconsideration of matters already decided, that decision will stand for this term of Council. For the next term we hope that other associations will have prevented licensing in their jurisdictions, or it will be harder for EOLO to avoid licensing in Ottawa in the future.

c. What programs did the industry initiate itself?

Through its paid lobbyists, John Dickie and David Lyman, EOLO advocated for a reduction in the multi-residential (“MR”) tax ratio that applies to buildings of more than six units. When EOLO began this effort 10 year ago the MR tax ratio in Ottawa was 2.33, meaning that if the City’s residential property tax rate was 1.0%, rental building paid a tax rate of 2.33%. By 2008, EOLO had reduced that ratio to 1.75. In 2009 EOLO’s actions led City Council to reduce the MR tax ratio to 1.70 for 2009. That change saved tenants and landlords \$3M per year, reducing the tax increase from about 5% to about 2%. For the average rental unit, the change saved \$43 in taxes for 2009. The lower tax ratio saves taxes for all future years as well.

Over the 10 years of the property tax campaigns, the cumulative savings to tenants and landlords from EOLO’s tax lobbying work amount to more than \$45M. While some may have received increases due to relative value shifts, on average, Ottawa’s tenants and landlords have not experienced a property tax increase for 10 years while homeowners’ taxes have gone up by 24%. That advocacy work is based on the provincial reform that FRPO obtained in 1997, but because of the structure of that reform the work needs to be done in each City in Ontario.

EOLO also worked extensively with various City officials to clear up misunderstandings and other issues with a negative effect on landlords. One example is a change in the name of a program directed at inadequate landlords from the “Landlord School”, which smacked of the “John schools” for men who are apprehended with prostitutes, to a more benign name, the “Landlord Support Program”. Another example is educating community groups and the police about the limits the Residential Tenancies Act places on landlords in dealing with tenants who deal drugs or disturb their neighbours. Two years ago landlords were seen as being a big part of the problem; now we are seen as being victims along with the homeowner neighbours. A third example is the joint EOLO-Ottawa garbage flyer program, which substantially reduces the amount of garbage put out early in the tenant ghetto at the April move out season.

4. Association news of note

EOLO is proud of the value that it delivers to its members, through savings in the City taxes over the past decade, through savings in the City garbage charges, and through managing the reputation of landlords through its media work and its work with close to a dozen City officials on a myriad of issues.

Ottawa’s major landlords fund EOLO at a higher level than any other City association in Ontario (and at a higher level than several provincial associations). That funding allows for a relatively high amount of professional advocacy work. Ottawa landlords also support EOLO’s work by targeted contact to City Councillors, by acting together to make commitments to the City when advisable, and by communicating messages to tenants in a coordinated manner.

EOLO has recently gained new membership from the national and Toronto-based landlords who have bought properties in Ottawa.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Manitoba

Association reporting: **Professional Property Managers Association (PPMA)**

Person reporting: **Avrom Charach**

1. Market conditions

a) General economy

Manitoba's economy is doing comparatively well. Across Canada, only Saskatchewan leads us.

b) Rental market demand & supply

For at least the past decade, our new rental supply has been well below demand. Vacancy rates remain at approximately 1% per CMHC. Once you remove the vacancies experienced in the very lowest quality accommodation in the core areas of Winnipeg, vacancy becomes as low as 0% in the some suburbs.

2. Political conditions

a) Any change of government and its implication - No change in government

b) New government initiatives affecting rental housing - See attached summary of Bill 12, proposed amendments to the Residential Tenancies Act

c) New activity by tenants advocates

We continue to have no formal tenant advocacy groups in most of the province. The few core area associations have PPMA representation on them. They tend to work with us or at least not directly oppose us.

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?- No real effect due to low vacancy rates.

b) How did the industry respond to the political challenges?

We have been aggressive in voicing our concerns. We do have the benefit of an open door to the Director of the RTB so the government hears the concerns and, most often, responds in a fashion which is not perfect, but is at least acceptable.

c) What programs did the industry initiate itself? -

In the Spring and Summer I sought a meeting with the Minister of Housing to advocate for expanded housing allowances. In October 2008 CFAA met the Manitoba Minister and senior officials at the informal Provincial Housing Ministers meeting in Ottawa. The Minister spoke to CFAA President John Dickie about expanding eligibility for Manitoba's housing allowances. John responded favourably to that idea, and also pointed out that the maximum rent for the calculation of the allowances needs to be increased. (The Minister did not realize

that had not been raised for 10 years.) Shortly after the Ottawa meeting, the Minister's staff arranged for me to meet them and the Minister. Within two months, the government announced both an expansion of eligibility and an increase in the maximum rents for Manitoba's housing allowances.

This year does not see any new PPMA programs. We have been working hard on continuing and expanding education (through a series of 10 new seminars that were presented by the RTB and which were free to members). Topics covered include: 1. Applications, guarantors, security deposits; 2. Tenancy Agreements, house rules, condition reports; 3. Notices of entry, warning letters, terminations (forms 5 & 7); 4. Repair issues; 5. Move-out reports, abandoned goods, security deposit claims; and 6. Hearings and order of possession, claims.

4. Association news of note

PPMA Celebrates its 25th Anniversary this year. We have had a wine and cheese reception at our annual conference and are planning other formal events for the fall.

We have established a scholarship in memory of Robert Simpson at Snow Lake High School, in his home town of Snow Lake. Robert was a PPMA Vice-President and one of our most active members. He died last year in June.

PPMA is re-launching our Apartment Watch program, and working on membership growth.

SUMMARY OF Manitoba Bill 12, An Act to Amend the Residential Tenancies Act

The following is a very short summary of the major changes proposed to Manitoba's Residential Tenancies Act in Bill 12, tabled in April 2009.

1. Protection for Persons with Tenant Services: Manitoba had no protection for persons living in accommodation with "Tenant Services". These are defined as services such as laundry, linen, housekeeping, meals, finance. In short there is to be protection for people in supported living. There are tens of pages of legislation for this one.
2. Guarantors – More stringent requirements are being placed on how guarantor agreements are written up and what a landlord must provide to guarantors in the way of notice etc.
3. Pet Damage Deposits – A pet deposit of up to ½ month's rent may be charged for any pet, other than service animals (such as seeing eye dogs). The pet deposit is treated like other deposits and may only be used to offset pet related damages, not rent or any other damages. A landlord may require a new condition report be completed if a pet is moved in after the tenancy begins.

4. Termination for non payment of rent – it used to be that “payment” would void termination for non-payment. Now you may dictate that payment of the “total of the amount” voids notice. Yes, people used to pay \$5 on a full month’s rent and that would void termination so you would have to start the notice period all over again.
5. Residential Tenancies Commission - A term limit is being applied to the Chief Commissioner, the head of the independent appeal tribunal for matters decided upon by the RT Branch. Normally three panellists were required for all hearings, but the Chief Commissioner may hold one person appeal hearings for the following matters:
 - i. Claims for less than security deposit
 - ii. Appeals of rent increases (yes you can appeal any rent increase down to \$1 even if it is at or below guideline).
 - iii. Orders of Possession but only for non payment of rent.
 - iv. A charge for a tenant service (such as meal services)
 - v. Mobile home property tax levies
 - vi. Orders to pay money to the Director (penalties)
 - vii. Requests for deadline extensions of appeal deadlines
 - viii. A request for correction of orders made by the RT Branch or the RT Commission (see below)
 - ix. “Any other prescribed matter”
6. The RT Branch and RT Commission will now have the power to amend their decisions if errors are made. They used to correct grammar etc but now have the legal right to change a decision if it is pointed out that they ignored evidence that was on hand or failed to address a matter that was included on the claim. The only concern here is that they have the right to amend for “an injustice caused by an oversight”. That is a very big grey area depending on what they consider injustice.
7. Administrative penalties may now be levied against landlords and tenants if they fail to comply with certain types of orders. Basically the areas are maintenance and disturbance related issues (sometimes called harassment). The penalties are paid to the Director and are for use in a Security Deposit Compensation Fund that only tenants have access to. This fund has been around for many years. Its most interesting aspect is that If the fund grows beyond \$30,000 the surplus may be placed into the province’s general revenues.

Feel free to contact me at avromc@shaw.ca or 204-339-0461 if you wish further detail on any of these major changes to Manitoba’s Act.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Saskatchewan

Association reporting: SRHIA

Person reporting: Chanda Mitchell

1. Market conditions

a) General economy

Saskatchewan's economy is associated with agriculture; however, increasing diversification has meant that now agriculture, forestry, fishing, and hunting together make up only 6.8% of the province's GDP. Saskatchewan grows 45% of Canada's grain. Wheat is the most familiar crop, and perhaps the one stereotypically associated with the province, but other grains like canola, flax, rye, oats, peas, lentils, canary seed, and barley are also produced. Beef cattle production in the province is only exceeded by Alberta.

Mining is also a major industry in the province, with Saskatchewan being the world leader in potash exports. Oil and natural gas production is also a very important part of Saskatchewan's economy, with only Alberta exceeding the province in overall production. Heavy crude, light crude and natural gas are found in different areas of Saskatchewan. Saskatchewan is also the world's largest supplier of uranium, and supplies much of the western world. The uranium industry is closely regulated by the provincial government which allows the government of Saskatchewan great latitude in setting world uranium prices.

Saskatchewan's GDP in 2006 was approximately C\$45.051 billion, with economic sectors breaking down in the following way:

- 17.1 % finance, insurance, real estate, leasing
- 13.0 % mining, petroleum
- 11.9 % education, health, social services
- 11.7 % wholesale and retail trade
- 9.1 % transportation, communications, utilities
- 7.7 % manufacturing
- 6.8 % agriculture, forestry, fishing, hunting
- 6.5 % business services
- 5.8 % government services
- 5.1 % construction
- 5.3 % other

b) Rental market demand & supply

The attraction of homeownership relative to renting in recent years as well as other important factors have had the effect of reducing the size of Saskatoon's rental market stock.

Competition from the homeownership market and condominium rental units will slow the pace of increase in average rents over the next year. CMHC calls for an increase

of \$19 monthly in 2009, bringing the average rent for a two-bedroom suite to \$860 by October 2009. The need to compensate for operating and maintenance cost increases experienced in previous years will be a factor behind the increase in average rents.

2. Political conditions

a) Any change of government and its implications

The Provincial government has not changed in the last 12 months. In the Saskatchewan provincial election of November 2007, the Saskatchewan Party was elected with 51% of the popular vote and 37 seats compared with 37% and 21 seats for the NDP, 10% and no seats for the Liberals and 2% and no seats for the Green Party. Those outside Saskatchewan need to note that the former NDP government rejected rent control saying that it would be counterproductive, as it inhibits new supply just when new supply is what is needed.

In the federal election of October 2008, Saskatchewan's 14 seats divided 13 for the Conservatives and one for Liberals, namely former Finance Minister Goodale. 58% of eligible voters voted.

b) New government initiatives affecting rental housing

A Task Force on housing affordability was established in March 2008 by Minister Donna Harpauer, Minister responsible for Housing. It presented its report to government in June 2008. The government has implemented a number of the Task Force recommendations, including:

- increasing the shelter allowance for clients on the Saskatchewan Assistance Program and the Transitional Employment Allowance;
- increasing the Saskatchewan Rental Housing Supplement;
- increasing the Provincial Training Allowance;
- automatic rate adjustments of the above programs twice a year indexed to the average market rent;
- expanding the Saskatoon and Regina boundaries to include the Statistics Canada Metropolitan areas for shelter allowances in the Saskatchewan Assistance Program, Transitional Employment Allowance and the Rental Housing Supplement;
- increasing the income thresholds for seniors who rely on social housing programs; and
- increasing per diem rates paid to Community-Based Organizations that operate emergency shelters.

Our biggest change of 2009 will occur on June 1st, 2009. The office of the Residential Tenancies is going to roll out a major change in the process on security deposits at the end of tenancy. This change is great for landlords as the onus is put 100% on tenants.

c) New activity by tenants advocates

- None

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?

Despite the world wide recession, Saskatchewan is still growing strongly. Vacancy rates have risen slightly from the very low rates experienced at the peak of the boom. Landlords are responding by either decreasing rents slightly, stopping rent increases or lowering rent increases. Some landlords are offering incentives. But the market is still fairly strong and rentals are going very well overall.

b) How did the industry respond to the political challenges?

SRHIA works closely with the Saskatchewan Social Service Department and Residential Tenancy department in regards to any changes coming forward or being proposed. When things are rolled out that benefit landlords we communicate this in writing to them to show our support. Recently they have implemented things such as increased housing allowances, and changes to the security deposit claim at the Residential Tenancy, that benefit us. We have ensured that they are aware that the landlords are happy about these changes. By working with them all closely we see minimal negative challenges from the government.

c) What programs did the industry initiate itself?

SRHIA did not directly initiated the above changes, but we worked with the government to ensure that the positive changes would be implemented.

4. Association news of note:

SRHIA has a new Executive Officer, Paula Simon, she has taken over for Chanda Mitchell who was the Executive Officer for 4 years. Chanda remains on the SRHIA Board.

There were lots of changes to the Residential Tenancies Act over the last year.

- Changes Rental increases giving tenants 6 months noticed opposed to 3 months notice
- Eviction process change when it comes to noise complaints. You can get an order without a hearing as long as previous noted noise complaints.
- Change to the process on collections of Security Deposit in the landlord's favour no filing required.
- Change in the Head Rentalsman as Terry Chinn has retired.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Calgary

Association reporting: **Calgary Apartment Association**

Person reporting: **Gerry Baxter, Executive Director**

1. Market conditions

a. General economy

The first half of 2008 saw the economy and the rental market continuing to forge ahead in a fairly strong way. Housing prices were high, and rental vacancies were slowly beginning to increase - from a low of 0.5% in the spring of 2007 rising to 2.0% in the spring of 2008.

Beginning in July 2008 and continuing through the balance of the year the economy began slowing and vacancies continued to increase to just over 2%.

With the world wide recession now firmly entrenched, Alberta is feeling the effects in a similar way to other provinces. The main economic engine of this province is oil and gas. Drilling activity has all but ground to a halt. Layoffs have become a daily occurrence, unemployment has increased significantly. In-migration has slowed, and many people who came to Alberta from other provinces to cash in on this province's boom, have left Alberta and returned their home provinces.

Since the beginning of 2009, vacancies have continued to increase. Based on feedback from many of our members it is likely that vacancies are now in and about the 5% range. Some landlords have reduced rents and others are offering incentives to encourage people to rent in their buildings.

b. Rental market demand & supply

It's a tenant market, just as it has now become a home buyer's market. Vacancies are high and there is more than an adequate supply of rental units. It is taking much longer to rent units than it did a couple of years ago when there were line-ups of people trying to rent the few units that became available.

There are no new rental buildings being built in Calgary. Many condominiums that were built, and which were purchased by investors/speculators, have been turned into rentals because the owners can't sell them and recover their investment due to the decline in housing prices. This influx of new, yet unintended rental product competes with the purpose built market.

Numerous condominium buildings that were planned or were under construction have been put on hold. In fact some of the bigger condominium projects have been capped, some being little more than a hole in the ground. This will likely be the case until the market/economy recovers sufficiently to make proceeding with these projects viable.

2. Political conditions

a. Any change of government and its implications

The spring 2008 provincial election saw the Alberta Conservatives return to power with a tremendously increased majority. All other parties were decimated in the polls. The Conservatives are strong supporters of the 'free market' and as such are strongly opposed rent controls (disguised in Liberal and NDP references to "rent regulations" and "rent caps").

CAA's relationship with the Alberta Government continues to be very good.

b. New government initiatives affecting rental housing

The province continues to support and roll out subsidized housing units in support of its 10 year plan to end homelessness.

We are cautiously optimistic that given the re-working of some government programs, there may be an increase in money that can be directed toward rent supplements. This is a 'developing story' and we are monitoring it.

Another issue reared its ugly head in the City of Calgary during 2008. City Council quietly moved to change the filing fee on property tax assessments for multi-family and commercial properties. The proposal was to increase filing fees from the current maximum of \$50 to a high of \$5,000. A Coalition of businesses, including the CAA, made presentations to a committee of City Aldermen, but it was apparent that our presentation fell on deaf ears. City Council subsequently approved the committee recommendation to proceed with the fee increase. The Coalition, which had expanded to include the Edmonton Apartment Association and businesses in that city, wrote letters to the Provincial Minister and several of the Coalition partners met with the Minister.

The Minister took a reasoned and responsible approach and had the cabinet enact a regulation which capped the appeal amount at a maximum \$650.

c. New activity by tenants advocates

There are no formal tenant-advocate groups in Alberta. A activist driven housing coalition was formed on behalf of tenants in 2006 in response to the change in the market place and increasing rents. The activists in this loosely formed coalition have not been active in housing issues for some time, and they have since appeared to focus their time and energies in other areas.

The Alberta Liberals and the NDP continue to voice their concerns that the government didn't impose rent controls (otherwise known as rent caps and rent regulations). They continue to advocate for these draconian and repressive changes in spite of the dramatic and significant change in the rental market industry.

3. Industry response or initiatives

a. What effect did the market have on landlords and how did landlords respond?

Landlords have responded reasonably and responsibly to the changing market.

b. How did the industry respond to the political challenges?

The calls for rent controls and the property tax appeal fee increases resulted in significant costs to the CAA as we battled both issues with vigour on behalf of our members.

At a time when CAA was advocating on behalf of members, many people chose not to renew their membership. This was extremely disappointing.

c. What programs did the industry initiate itself?

In the fall of 2007 and in partnership with one of its members, the Calgary Housing Company (CHC), the CAA launched a new rent subsidy program called NewStart. The goal was to make 1,000 rental units available to assist those people considered to be the 'working poor' and some people on 'AISH' and who were on the CHC's housing wait list. People who qualified for the program were placed in rental units made available by CAA members. The CHC provided housing support services to the landlord to ensure the tenancy remained positive for the landlord and tenant. This is a 3 year, 7 million dollar a year program (total of \$21 million dollars over 3 years) funded by the Province of Alberta, with the money going to the City of Calgary and being administered by the Calgary Housing Company. The intent of the program is to provide a hand-up to those people who need it, with a view to helping them to make a new start and become self sustaining within a 2-3 year window.

By the fall of 2008 the program had met its goal. There were 1,017 rental units in the program and NewStart was providing a home for 1,885 men, women and children in families. There have already been some successes where people were able to leave the program after becoming self-sufficient. The change in the economy may take some people longer to achieve success, as jobless rates increase and jobs become more difficult to find.

NewStart was praised by the provincial government and it offered them a very powerful platform during the calls for rent controls. The CAA and the Calgary Housing Company are very proud of this Program and the impact it has had on the lives of so many people.

4. Association news of note

The downside to the 'boom' was the decrease in membership and the subsequent decrease in revenue experienced by this Association. Landlords and service and supply companies all indicated that they were too busy and didn't have the time or the staff to avail themselves of the benefits of membership. In addition to this, many of our members also said they were too busy and didn't have sufficient time or staff to be able to attend the normal functions and events. Consequently,

revenue loss was significant, while costs continued to increase. This trend continues, although it is showing some very slight signs of improving.

The CAA continues to run its popular and very effective 'Residential Tenancies in Alberta' course. This two-day course focuses on the residential tenancies legislation and best practices. Two books, written specifically for this course, as well as some excellent handout material, are given to students as part of their course registration. The feedback has been very good. Funding for the development of this course was provided by the Alberta Real Estate Foundation.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for Edmonton

Association reporting: **Edmonton Apartment Association**

Person reporting: **Clarence Rusnell**

1. Market conditions - Rental market demand & supply

Rental Apartment Vacancy rates are always watched. The EAA monitors the vacancy factor closely and at this writing, the vacancy rate is just under 4% on average in Edmonton. The regulations, forced on apartment owners only a few short years ago by the Provincial Government, now look obsolete, but still in force.

2A. City of Edmonton initiatives affecting rental housing and landlord responses

The City of Edmonton government is becoming more and more unpopular with the general taxpayers and particularly with Multi-Residential Property Owners

Assessment Issues - The City must use the Market Value basis for property taxation as regulated by the Province of Alberta. However, the Market Value model has nearly collapsed in favour of the previous model of using multiple regression analysis for valuing property for taxation. While Market Value is part of the equation for tax assessment, multiple rate factors are applied to increase or decrease the assessment in taxing a certain property type.

The City of Edmonton, along with the City of Calgary had earlier this year announced huge increases in an owners cost to appeal a tax assessment on his property. For some types of property the cost of appeal had been set by the City(s) at several thousands of dollars. The Edmonton Apartment Association, along with Calgary's CAA and with assistance from the local chapter of BOMA structured a formal appeal to the Municipal Affairs Department of the Alberta Government. With some surprise from our side, the Provincial Municipal Affairs Dept. stepped in to regulate the charge any municipal Authority can charge an owner of a property. The fee charged a single family property owner is now set at \$50 while other classes of property has been set at a regulated fee of \$650.

Retrofit requirements - I had reported on Edmonton's "Capital Health Authority" in earlier reports. This Authority has not relented on its crusade to locate and punish any multi-family property owner where a "Building Code Infraction" is discovered. By this as example, a 35 year old apartment building had been constructed to all building code standards of the day with stairway railing balusters spaced at 5 or 6 inches. Today's building code specifies that the same railing balusters be spaced at 4 inches. Capital Health Authority has mandated itself to force those property owners to comply with today's building code standards, circumventing the otherwise usually accepted grand fathering practises.

A multi-residential property owner recently refused to comply with a "Health Authority Order" and was forced into Court of Queens Bench for not replacing the stairway railing balusters. The Court found in favour of the Health Authority and fined the owner several thousands of dollars. This move to regulate against the

construction standards of multi-residential buildings has the making of opening a Pandora's box. In this context, the EAA has hired a professional lobbyist to develop a set of recommended changes to stop future growth of "Health Orders". Calgary's CAA has signed on to this venture giving added strength and scope to our need to have a change in the method of changes to Building Code Standards.

2B. Provincial initiatives affecting rental housing and landlord responses

In March 2008, the Conservative government was re-elected with 72 out of 83 seats and 53% of the popular vote (to 26% for the Liberals, 9% for the NDP, 7% for the Wildrose Alliance Party and 5% for the Greens).

Residential Tenancies Act reforms - Years ago the Provincial Government set up a special steering committee to assist in the language to be used in new legislation and regulations dealing with the Residential Tenancies Act and the Condominium Property Act of Alberta. Representing the EAA, I became a Board Member of that group known as the Alberta Residential Tenancies Act Review Committee, ARTAC for short. The mandate of ARTAC has been slowly been changed and now it appears that ARTAC will be involved with the review and recommendations to the Alberta Provincial Cabinet in dealing with the "Building Code" issue.

Trust accounts for rental security deposits - The Alberta Government has found that the Banks in Alberta are struggling to understand how to open a trust account for the owners of apartment building to hold security deposits. At one point it looked as though the Government would have to put the Bankers into a training session, however the bankers have found a way on their own to tune up their staff.

Utility Sub-Metering - The Alberta Government has been pro-active on the issue of Utility Sub-Metering. This has been in regard primarily with electricity. Water and heat sub-metering has been determined by property owners as to complex to set up. The Alberta Government has given this issue to the department known as Service Alberta (formerly Government Services) with ARTAC to be a committee for reviewing and providing guidance on the type(s) of metering and the method of administration of the billing process.

2C. New activity by tenants advocates

Alberta does not have much in the way of organized tenant advocacy activity.

3. Industry initiatives

The EAA has participated for many years in a program known as "Crime Free Multi-Housing" in association with the Edmonton City Police. The on-going work to facilitate the training in this regard to train owners and managers of multi-residential properties to manage the property and tenants in a crime free environment has had great results. The EAA has expanded its role as a facilitator in the "Safe and Connected Neighbourhoods" program. This program involves the Alberta Provincial Sheriffs police force and the results are gaining more positive ground in neighbourhood safety.

4. Association news of note

As an association, the EAA is always striving to grow its membership. A year ago the EAA teamed up with the Edmonton Real Estate Brokers Association to host a combined Trade Show with selected seminars. This year these 2 Associations are planning a strengthened Trade Show. The desire by the EAA behind this joint venture has been to open our Association's doors to expand membership to both realtors and investment property owners.

May 2009

Cross- Canada Round Up report for ROMS BC (Victoria & the interior of BC)

Association reporting: **ROMS BC**

Person reporting: **Al Kemp**

1. Market conditions

a. General economy

BC relatively less affected by downturn than many provinces; rental industry remains strong. Our economy is more resource and service based than based on manufacturing, plus we were in a strong position before the downturn began.

b. Rental market demand & supply

A. Provincial vacancy rates in October 2008 were 1.0%, unchanged from October 2007. Availability rates were also unchanged at 1.7%. Kitimat is the only city of 27 surveyed with double digit vacancy rate. Victoria and Vancouver continue below 1% vacancy and below 1.5% availability. These numbers will probably 1 to 1.5 percentage points higher in April, partially due to the normal seasonal cycle and partially due to the economy.

B. Concerns re Olympics. Landlord can spuriously evict (or buy off) tenants, reap \$10,000 per week in Whistler, \$5-7000 in Vancouver. Tenants can (illegally) sublet for same return. Information campaign being developed involving BC associations, VANOC and Residential Tenancy Branch

C. Interesting CMHC statistics for BC: In 2001 the gap between monthly rent and the necessary principal and interest payment on an average house was \$497. By 2008 it had grown to \$1177.

In each of 2005, 06 and 07, actual rents increased 3% to 4%; for an 11% cumulative increase. In same years, condo prices increased by 17%, 13% and 11%; for a 47% cumulative increase.

2 Political conditions

a. Any change of government and its implications

A provincial election will be held on May 12. All indications are that the Liberals will win a third term. (The alternative is the NDP.)

b. New government initiatives affecting rental housing

A. "Direct Request" process for Orders of Possession for non payment of rent was implemented January. It works as follows:

1. Tenant doesn't pay rent on 1st.
2. Landlord serves Notice to End Tenancy on 2nd; has 5 days to pay
3. If not paid by 7th, landlord applies for Order of Possession; receives "proceeding" documents from Residential Tenancy Branch same day.
4. Documents served on tenant, say, 8th, proof of service provided to RTB

5. Written "hearing" held, i.e. review of documents by Dispute Resolution Officer.
6. Order of Possession issued within 3-5 days, requiring tenant to move by two days after service of O of P.

I am told that that process is similar to the default hearing process which the Ontario Liberals removed from the Ontario Residential Tenancies Act.

B. ROMS BC / Residential Tenancy Branch have formal agreement to train landlords throughout BC. RTB pays for all advertising and food; ROMS BC pays for training room and related expenses. Also marketing opportunity. Have done in 8 cities so far with more scheduled for later this year.

c. New activity by tenants advocates

ROMS BC and BCAOMA meet quarterly with RTB Executives, along with the Tenants Resource Advisory Centre, the sole tenants' representatives. We have a good relationship.

Human Rights / Socialist types raise their heads occasionally, but nothing major results.

3. Industry response or initiatives

b. How did the industry respond to the political challenges?

See above – good relationship with RTB and Minister responsible; no challenges needing response

c. What programs did the industry initiate itself?

No industry programs per se, however active in seeking change:

A. Submission to Courts to change Stay of Proceedings process a tenant subject to an eviction order can defer the eviction for close to one month by simply signing application on spurious ground, e.g. "landlord harassing me!" No evidence or documentation required. We want that reformed.

B. ROMS BC led the introduction of Crime Free Multi Housing Program in Victoria – working with Police has resulted in 50% reduction in police calls in certified buildings.

C. ROMS BC was a major player in getting City of Victoria to recognize, and then encourage construction of, secondary suites to increase rental unit availability.

D. Worked with Heart & Lung Association developing "Smoke Free Initiative" for multi-unit buildings. That culminated in a ROMS BC training session for landlords on how to convert buildings to smoke free status. That has been presented in three communities so far and will be presented in at least 15 more communities.

4. Association news of note

A. Membership at April 30 approaching 2100 – up 12% from last year. We gained 500 new members in 2008, but lost 350! We are implementing new retention strategies in 2009.

B. Introduced limited Saturday services – one experienced employee available by phone (forwarded to home) for four hours. We will open office for credit reports and forms sales only same four hours, starting in June. ROMS BC is now available to our members 8:00 am to 5:00 pm on weekdays, and from 10:00 am to 2:00 pm on Saturdays.

CANADIAN FEDERATION OF APARTMENT ASSOCIATIONS

May 2009

Cross- Canada Round Up report for BACOMA (Vancouver)

Association reporting: BC Apartment Owners and Managers Association

Person reporting: Marg Gordon, Chief Executive Officer

1. Market conditions

BC rental industry remains strong on the demand side with a 1% provincial vacancy rate. Vancouver vacancy rates are reported by CMHC as 0.3%; however, there are unsubstantiated thoughts that the vacancy rate is much higher (up to 5%) if the secondary rental market is taken into consideration.

On the supply side, as everyone is aware, very little stock of Purpose Built Rentals has been built due to the disincentives for PBR and the incentives for building Condos.

Competition for customers or tenants within PBRs has been virtually a non-factor. Demand has severely outpaced supply to the degree that vacancy rates have remained below 2% for the past ten years. In markets like the West End that comprise over 20,000 PBR units, the vacancy rate has dipped to 0.3%. Simply put, owners of this product do not worry about their customer base. In many instances competing customers will line up in order to secure available vacancies. This type of extreme demand combined with relatively homogenous product type certainly has increased rivalry for this asset class.

This type of rivalry combined with tenant driven market demand, and an overall slowdown in both home sales and the construction industry of late has led to many developers entering this market segment with new rental construction. The caveat with these market entries is that they are not truly purpose built rental product, rather condominiums with single ownership titles being rented temporarily in the short term until the Olympics or when the market improves for their individual sale.

Conversely, the federal budget that was just released billions of dollars allocated in previous years for the construction of affordable and social housing across the country. Nowhere in the county is this product type more needed than Metro Vancouver. With government dollars entering the construction of this product type in the low-end segment of the market, existing low-end operators may have cause for concern. However, the greatest amount of demand is in the low-end segment of this product type and an increasing inventory brings tremendous social benefits that are not likely to impact the majority of the market.

Additional variables that add to the overall rivalry include both high fixed costs and high exit costs. Extreme demand for this product has inflated prices and lowered overall yields to the extent where financiers demand loan to value ratios of 50% to 60%. Buyers therefore must generate 50% to 40% of the purchase price in cash. To put this in perspective a simple 10-suite apartment building in Kitsilano Vancouver would sell even today for between \$2.5 and \$3.0 million dollars costing the purchaser between \$1 and \$1.5 million cash to complete the transaction. On the contrary, long-time PBR owners face massive capital gains, depreciation, and income taxes if they choose to

sell the property, often resulting into a scenario where the opportunity cost to sell is not warranted despite tremendous capital appreciation.

Current Disincentives: Rental vs. Strata

- Opportunity cost of building condo (market strata) far outweighs rental even in the current economic landscape
- Same land costs as strata
- Same construction costs as strata
- Same construction bylaw and requirements as strata
- Same application and development process as strata
- Rental is in a rent controlled market – strata is in a free market
- Rental has uncertain exit strategy
 - Artificially suppressed rental rates (rent control)
 - Uncertain rental income for cash flow or sale
 - Uncertain net operating income for cash flow or sale
 - Uncertain applicable cap rate for value and sale
 - Uncertain purchaser and final value on exit

Condo has certain exit strategy

- Free market per sq. ft. condo values
- Certain values in pre-sold condos
- Certain pro forma and net revenue based on predetermined sales
- Certain purchasers
- Certain value on exit
- Lease up risk on rental far riskier than presale risk on strata. Can not pre-lease rental.
- Rental tenants in cash flow exit strategy require significant management expertise and costs. Strata exit strategy requires limited management and costs.

Government Interference: What government has done that creates a disincentive to build or maintain rental properties:

- Blanket Rent Control: control revenue stream, limit upside in investment, disincentive for maintenance, deteriorate current inventory, create rental entitlement, limit social mobility, create exploitation as rich choose to rent. Scare away investors.
- Zero Rate of Change: control land value, limit property rights, limit redevelopment of housing: scare away investors.
- Limit Highest & Best Use: conversion of rental to strata not possible, limit property rights, disincentive for maintenance, deteriorate current inventory.
- Limit Capital Improvements: Recent City of Vancouver motions and NDP platform prohibiting increase in rents despite capital improvements and renovations: limit property rights, disincentive for maintenance, deteriorate current inventory.

What municipal government can do to create rental and maintain existing rental stock:

- Join lobby to Provincial Government to support eliminating rent control and let free market carry the huge demand into supply
- Eliminate highest and best use handicap, create flexibility in strata: many condo buyers choose to rent suites
- Shelve draconian motions limiting property rights, scaring investors and developers away from rental
- Allow landlords to increase rents to offset major capital improvements
- Provide incentives not disincentives for rental owners to improve and maintain their buildings
- Stop attempting to convert market housing into social housing – expand rent supp program (portable housing allowances)
- Eliminate parking requirements: most renters do not to own cars
- Allow for flexibility or rental stay. Allow short term, medium term, and long term renters.
- Allow for ancillary revenue streams such as commercial parking and ancillary retail in rental zonings
- Increase density. Turn rhetoric into zoning amendments
- Allow for infill development on existing underutilized rental properties
- Allow existing owners flexibility in adding rental units. Many units can be added to the existing stock but zoning/parking/density/code requirements get in the way
- Property tax vacations for new projects and current owners

2. Political conditions

a) Any change of government and its implication

Provincial Election coming up on May 12 has put the province in a holding pattern in so far as any advocacy or lobbying efforts are concerned. It appears that the current Liberal Government will return but uncertainty in any election is a concern.

Offsetting the discouraging economics of customer bargaining power within this industry is the increasing movements towards left-wing socialist governments, as is the present case in Vancouver and the recent municipal election. Recognizing the political significance and sheer power of numbers within the renting community has led a somewhat draconian political empathy shift towards the customers or renters and against the private property owners. While conventional wisdom indicates that a high volume of customers translates into less bargaining power, the political voting system operates in contradiction to this model. Customers with limited accommodation options are harnessing technology and digital media along with left-wing politicians to further their cause in imposing further rental restrictions on the private sector product.

Essentially, Purpose Built Rental Accommodation customers are trying to protect their economic advantage within the housing market and have created significant and often ill founded awareness around these affordability issues. Ultimately, the government's role in providing social housing and affordable housing to the community has been

non-existent in Metro Vancouver over the past 20 years and they have therefore attempted to shift their responsibilities to the private sector. However, BCAOMA has been invited to sit on their Affordable Housing Rental Roundtable so our voice can and will be heard.

b) New government initiatives affecting rental housing-

1 - Direct Request Orders of Possession – As explained by Al Kemp in his report

2 - BCAOMA and ROMS and the Residential Tenancy Branch are co-teaching “Good Knowledge – Good Landlord” workshops throughout the province.

Provincially there has been a lot of media around Evictions for Renovations. I am sure that when the Govt is reinstated and/or changed that this will be one of the sections of the Residential Tenancy Act that will be reviewed.

Also Above Guideline Increases have become a media interest story as one of our members recently one a case based on Geographic Area market rent and was granted the right to raise his rents by 38% over 18 months to bring them closer to market rents in the area.

c) New activity by tenants advocates

Renters at Risk and various other outspoken ad-hoc tenant groups have been very vocal over the past few months with both a Municipal Election and now a Provincial Election to lobby in. The issues are both of the above mentioned and of course they advocate that rent controls must stay and affordable housing must be addressed by the private market.

A blurring of the lines between affordable rental housing and market rental housing is a constant concern as the public clearly does not delineate between the two. We find that even municipal government officials tend to try to find solutions for private market to provide affordable (social) housing. While BC is one of the provinces that do provide portable housing allowances, the program is too restrictive in its qualifications, and must be expanded to include more people. The program was to provide 15,000 new housing allowances, but less than half of the 15,000 have been taken up, and the qualifications are that you must be a family earning less than \$35,000 and not currently in social housing.

On the plus side, we have a very good relationship with Tenants Resource and Advisory Centre (TRAC). We co-teach workshops together, sit on the provincial government Rental Tenancy Branch Roundtable together, on the Vancouver Rental Housing Roundtable and TRAC has been quoted as saying, that the BCAOMA landlord members are not the problem!

3. Industry response or initiatives

a) What effect did the market have on landlords and how did landlords respond?-

Explained above under market conditions.

b) How did the industry respond to the political challenges?

Good relationship with the Ministry, Minister of Housing and Rental Tenancy Branch. BCAOMA has met with each and every Minister, Deputy Minister, bureaucrat and

department head of all stakeholder government offices including the housing policy branch, housing branch and residential housing branch and the Premiers office. We keep our issues up front and will continue to do so after the May 12 election and ensure that we meet any and all new politicians, bureaucrats and staff so they all know us, who we are, who we represent, and what our issues are.

c) What programs did the industry initiate itself?

- Partnered with the City of Vancouver to assist with the Olympic messaging and Vancouver City Olympic Rental By-law
- Developed strong relations with all provincial government stakeholders which have resulted in increased government profile with the provincial government.
- Have increased government profile with the municipal government elected officials in most of the major cities in the Lower Mainland.
- Have formed a strong relationship with the Rental Tenancy Branch in Victoria, increased our profile and ensured that BCAOMA has high credibility and significant influence in the Residential Rental Industry.
- Have formed a strong relationship with the Minister and Deputy Minister of Housing and Social Development.
- BCAOMA now has a seat at the Rental Tenancy Branch roundtable that meets tri-monthly to discuss and address the issues and concerns of landlords.
- These actions are fostering credibility for our association as we build on our strengths and demonstrate our commitment to providing sustainable long term rental housing.
- Has formed strategic community partnerships and collaborative working relationships to benefit our members.
- Has secured a seat at the BC Hydro Split Incentives working group and are actively involved in the information that will be presented to the BC Utilities Commission on landlord issues with respect to government policies on utility charges.
- In partnership with TRAC and the RTB, co-wrote and facilitated educational workshops for Downtown Eastside Landlords
- BCAOMA presenter at all Crime Free Multi-Housing Seminars in the lower mainland

4. Association news of note

- BCAOMA has a new president as of April 7, 2009, Paul Sander, of Hollyburn Properties.
- BCAOMA is currently conducting a membership survey in order to obtain research and baseline information to ensure that we are meeting the needs of members, and will be able to anticipate and meet future needs.
- BCAOMA is producing a number of lobbying planks and position papers to be presented to government over the coming months.
- BCAOMA has embarked upon an educational program for members with bi-weekly workshops.