

# NEWSLETTER

March 25, 2015

## New Ottawa City Council - 2015 to 2018

As landlords will know, Mayor Jim Watson was returned as Mayor of the City of Ottawa in the 2014 municipal election. Besides Mayor Watson, 15 city councillors were re-elected. Eight new councillors joined City Council. EOLO has met with all the new councillors. Information about them is found beginning at p. 4.

Over the past term of City Council, a number of positive things took place for landlords. In large part, landlords can thank Jim Watson's leadership for Council's actions. We expect that our positive relationship with Mayor Watson and City Council will continue.

For municipal property taxation, properties are assessed by the Municipal Property Assessment Corporation (MPAC). In the assessment of three years ago (for 2013, 2014, 2015 and 2016 taxation), the assessment of multi-residential

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property increased 52% which was substantially more than the increase in the assessments of residential properties --- mostly single family homes (26%). Had City Council not taken action, that would have resulted in major increases in property taxes on multi-residential buildings across the City.

However, under Jim Watson's leadership, City Council

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## CFAA Rental Housing Conference 2015 coming soon

This year the CFAA Rental Housing Conference returns to Toronto on June 10, 11 and 12, 2015. The conference education program will consist of more than 30 sessions addressing the following topic streams:

- Rental housing investment issues
- Employee management issues
- Apartment Marketing
- Building repairs and renovations



Benjamin Tal

The renowned and engaging economist Benjamin Tal will give his economic update. Mr. Tal will provide insight into the US and World economies in the face of low oil prices, and how they will impact on Canada, and in particular how world economic forces will drive interest rates, house prices and rental demand in Canada. To many delegates at past CFAA conferences, hearing Benjamin Tal alone has

been worth the price of admission.

Major rental housing executives will give their take on the risks and opportunities ahead. Independent rental owners of mid-size portfolios will discuss their concerns.

As at previous CFAA Rental Housing Conferences, delegates will hear from outside experts, such as lawyers, consultants, engineers and service providers, as well as from landlords who have thought through the various issues and tried various approaches.

Delegates at the CFAA Rental Housing Conference 2014 made these comments: "This has been a very informative conference." "Fantastic day!" "Great conference, great material." "I particularly liked hearing the expert and then hearing the practical aspects from the landlord." "Very good speakers, knowledgeable, enthusiastic and willing to share experiences."

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## Housing Answer 2015

The total city housing budget is \$160 M per year, much of it for expenditures mandated by the Province. In each of the past four years from 2011 to 2014, Ottawa City Council provided \$14 million dollars of extra City funding for housing, which was not required by the Province. The source of that money was the provincial "upload" of certain social service costs. Pursuant to Mayor Watson's direction, a substantial amount of the new City money went to new rent supplements and housing allowances.

To implement the programs paid for by the additional funding, the City created the Housing System Consultation Group, which included EOLO. EOLO has participated in that consultation group for the past four years and has developed positive relationships with the Ottawa Supportive Housing Network ("Housing Plus") and the Ottawa Social Housing Network (OSHN, pronounced "ocean"), as well as other groups.

Notable past successes include:

- Over 1,000 new rent supplements and housing allowances,
- an 80% reduction in the number of individuals who are unsheltered (i.e. homeless and sleeping outdoors),
- a substantial reduction in the overflow motel usage for homeless families,
- a reduction in the number of individuals sleeping in shelters, and

- a further development of innovative shelter-based transitional programs that support homeless people in moving to permanent housing.

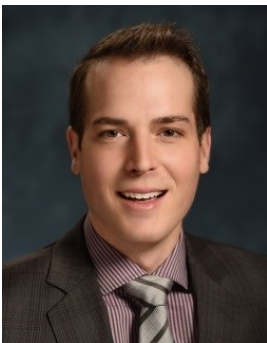
As well, the City recently adopted a 10 year housing and homelessness plan known as "Everyone Has a Home: Ottawa's Housing and Homelessness Plan."

EOLO supports that Plan because it addresses the needs of less fortunate residents of Ottawa, and because reducing the number of homeless people on the street or in shelters helps to reduce pressure on government to regulate the business of rental housing, and helps reduce the need for more costly services, such as police and hospital emergency services.

The social service upload is expected to increase by approximately \$5 million dollars per year for each of 2015, 2016, 2017 and 2018 (for a total additional upload of \$20 million annually by 2018.)

Through a joint campaign during the 2014 municipal election campaign, EOLO, OSHN, Housing Plus and the other allied groups sought commitments for a significant amount of new funding, such as \$2 million each year. Jim Watson and many councillors supported that commitment. Among other things, that funding will likely be used for more housing allowances or rent supplements, and for Ottawa Renovates, which is like the former CMHC-run RRAP program.

## Mathieu Fleury - the returning Councillor for Sandy Hill



Mathieu Fleury was first elected in 2010 defeating the incumbent Councillor Georges Bedard. Bedard had proposed that property owners, including landlords, be fined for any excess noise emanating from their properties. EOLO convinced City staff to make occupants responsible (i.e. tenants or owner-occupiers), but not owners who do not occupy a property, unless they permit excess noise.

EOLO has developed a close relationship with Councillor Fleury, who has

**Mathieu Fleury**  
Ward 12  
Rideau-Vanier

the difficult job of managing relations among the University of Ottawa, the student-renters and the long-standing residents. To do that he created the Sandy Hill Town and Gown Committee, on which EOLO has permanent representation.

Councillor Fleury sat on the City sub-committee which addressed the property tax situation between single family homes and multi-residential property. In both situations, he has been responsive and fair to the interests of landlords and renters.

EOLO continues to work with Councillor Fleury and his staff to address friction between renters and residents in ways which leave landlords free of undue controls and regulations. In other words, we are working hard to avoid landlord licensing in Ottawa.

Even though he represents a ward with substantial pressure to bring in landlord licensing, Councillor Fleury has not leaped on that "solution". Instead, he is open to alternate ways to address the problems his constituents are experiencing. He may well enjoy a long run in office, either at the ward level or at the city-wide level. EOLO is very glad to work with him.

## Rent increase guideline for 2015

For rent increases that take place between January 1, 2015, and December 31, 2015, the rent increase guideline has been set at 1.6%.

Ninety days notice must be given using the approved form.

## Fall 2014 EOLO Networking Event

Our previous Fall Networking Event, held in September 2014, was a great success for EOLO's landlord and associate members.

EOLO would like to thank all of the landlords and suppliers who were in attendance. If you are interested in joining EOLO in order to attend future events, please contact the Membership Services Coordinator at (613) 235-9792 or by email at [eolo@magma.ca](mailto:eolo@magma.ca).

### September 2014 Networking Event Sponsors:

#### Our Gold Sponsors:

- Dickie and Lyman Lawyers LLP
- Douglas Fire Safety Systems
- Miller Waste Systems
- Phelps Laundry
- Superior Pool Spa & Leisure
- Yardi

#### Food Sponsors:

- Debsel
- Coinamatic
- Giant Plumbing & Hardware
- Rogers

## Property Tax Assessment Appeal Deadline: March 31, 2015

## EOLO Thanks our Spring 2015 Networking Event Sponsors:

### Our Host Sponsor:



### Our Gold Sponsors:



### Our Food Station Sponsors:



## New City Councillors For 2015 - 2018



### **Catherine McKenney**

Catherine McKenney was elected to Ottawa City Council on October 27, 2014, having been endorsed by former Councillor Diane Holmes. Prior to her election Catherine was the strategic advisor to the Deputy City Manager (Operations) at the City of Ottawa.

Previously, Catherine had been a political assistant to City Councillor Diane Holmes (Somerset) and Alex Munter (Kanata), and a legislative aide to both Ed Broadbent and Paul Dewar,

Catherine McKenney  
Ward 14 -  
Somerset

NDP Members of Parliament for Ottawa Centre.

Catherine also has experience in the voluntary sector as manager of public policy for Volunteer Canada and regional manager for VoicePrint.

After her victory, Catherine said she will work on what matters in the ward: cycling, pedestrians, affordable housing and keeping neighbourhoods strong in the face of development.

EOLO has met with her. She acknowledged that her instinct is to favour social housing over portable housing allowances, but she is attracted to the choice that housing allowances provide for recipients. EOLO will touch base with Catherine frequently.



### **Riley Brockington**

Riley Brockington is the new Councillor for River ward, replacing Maria McRae who did not stand for re-election. Prior to his election, Riley worked at Statistics Canada for 16 years. As a volunteer, Riley worked for seven years with the Riverside Park Community and Recreation Association, for six years with the Hunt Club-Riverside Community Centre Board of Directors and for two years with the Hunt Club Community Organization.

Riley Brockington  
Ward 16 -  
River

From 2003 to 2010, Riley also served River Ward as a public School Board Trustee.

EOLO met Councillor Brockington in January to discuss our key issues. We look forward to developing a positive relationship with him.



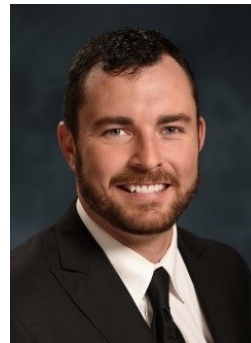
### **Jeff Leiper**

Jeff Leiper is the new Councillor for Kitchissippi ward just West of Downtown. He is the former president of the Hintonburg Community Association. Jeff began his career in the Information and Communications Technology sector as a journalist. He subsequently worked as an industry analyst for an international consulting firm, then as an executive in a federal regulatory agency.

Jeff Leiper  
Ward 15 -  
Kitchissippi

Jeff positioned himself as a candidate who would fight harder on behalf of residents against high-rise developments, incompatible infill homes and the neglect of heritage buildings.

EOLO has met Jeff and reviewed our key issues with him. We are confident that he will listen to and consider reasoned objections to undue extensions of city regulations.



### **Jody Mitic**

Jody Mitic is the new Councillor for Innes Ward, which covers Orleans.

Jody served for 20 years in the Canadian Armed Forces, ending his military career as a Sniper Team Leader in Afghanistan, where he lost both legs below the knee because of stepping on a landmine during his third tour of duty overseas. This event helped inspire change in how the military

Jody Mitic  
Ward 2 -  
Innes

views and handles injured veterans and their ability to be of service.

As a motivational speaker, Jody is an advocate for wounded veterans, people with disabilities and amputees. He founded the Never Quit Foundation and sat on the Board of Directors of 'Won with One'. EOLO met with Jody and addressed our positions on key issues. Understandably, he is very supportive of focusing subsidies for new construction on units which are fully accessible. We look forward to developing a positive relationship with him.

## New City Councillors For 2015 - 2018 (cont'd)



### Jean Cloutier

Jean was elected Councillor for Alta Vista, having received former Councillor Peter Hume's endorsement when Peter stepped down after 23 years on City Council.

Jean is a Chartered Professional Accountant. He was Chief Financial Officer at Tubman Funeral Homes for the past 12 years.

Jean also served as Director of

Jean Cloutier  
Ward 18 -  
Alta-Vista

Finance at the Canterbury Community Association and was elected President from 2010 to 2014.

EOLO met with Councillor Cloutier in December. While discussing the key city issues for landlords, we underlined the long and positive relationship both EOLO and Jean have had with former Councillor Peter Hume. EOLO looks forward to developing a similar relationship with Councillor Cloutier.



### George Darouze

Residents of Osgoode Ward elected George Darouze to Ottawa City Council in October, 2014. He was endorsed by retiring Councillor Doug Thompson.

Prior to his election, George held a number of managerial positions with telecommunications companies. He has also held the position of Social Director and President with the Osgoode Carleton Snowmobile Trail Club (OCSTC).

George Darouze  
Ward 20 -  
Osgoode

George received the Osgoode Ward Community Volunteer Award, and in 2012 the Queen's Diamond Jubilee medal.

After his election, EOLO met George and had a cordial conversation about our issues. We look forward to working with him, bearing in mind that his (rural) ward includes relatively few tenants.



### Michael Qaqish

Michael Qaqish is the new Councillor for Gloucester-South Nepean, replacing Steve Desroches, who retired after two terms. From 2008 to 2012, Michael worked in Councillor Desroches office. Then from 2012 to 2014 he served as a policy advisor to Councillor David Chernushenko.

Michael also worked for Jim Watson when he was a provincial minister, and for other Liberal MPs.

Michael Qaqish  
Ward 22 - Gloucester-  
South Nepean

Michael is a past contributor to CTV National and 580 CFRA News Talk Radio, and a former columnist with The Hill Times and host of the current affairs morning show on CHIN Radio Ottawa.

For some time in his teens, Michael lived abroad in Jordan, where his father was a family physician for more than 30 years.

EOLO met Michael to review our key issues with him. We look forward to developing a good relationship with him.



### Tobi Nussbaum

Tobi Nussbaum is the new Councillor for Rideau-Rockcliffe, defeating Councillor Clark, the former Regional Chair. As a candidate, Tobi received the endorsement of Jacques Legendre, the Councillor who stepped down in 2010, having served for 10 years.

Tobi has served in various senior positions within the Department of Foreign Affairs and International Trade, the Privy Council Office and, most recently, the Canadian

Tobi Nussbaum  
Ward 13 -  
Rideau- Rockcliffe

International Development Agency, where he was the Director-General of Development Policy.

Tobi also served as President and Board Member of the Lindenlea Community Association, and later co-founded and chaired the Beechwood Village Alliance. He holds a Master of Public Administration from Harvard University, a law degree and a BA.

EOLO met Councillor Nussbaum in December. We look forward to presenting him with the evidence about what is needed for a thriving rental market that serves residents at all points of the income spectrum. Former Councillor Legendre understood the rental market and was a reliable proponent of allowing the market to function, while supporting people with low incomes. EOLO looks forward to developing a similar relationship with Councillor Nussbaum.

## CFAA Conference 2015 (cont'd)

(Continued from page 1)

There will also be lots of opportunities to network with colleagues, during the education program, on the Building Innovation Bus Tour and at the CN Tower Dinner and Wyse After-Party.

The Building Innovation Bus Tour will feature The Roehampton, being built by the KG Group, and The Metropolitan newly renovated by Timbercreek. That tour will take place during the afternoon of Wednesday, June 10.

The main social event will be a networking reception and dinner at the CN Tower on Thursday, June 11. The dinner will be followed by the Wyse After-Party. There is a charge for the reception and dinner. Admission to the Wyse After-Party is free to conference delegates.

As well as the education panels, CFAA looks forward to presenting Tony Chapman and Lee Ann McAlear as keynote speakers. Tony Chapman will address the following marketing topic. The

consumer is moving from mass brands to "MY brand" that enables MY life and MY family's life. Hear about innovative ways to connect with your customers, and grow your rental business by moving the conversation from telling your story to becoming a part of theirs. Tony Chapman is one of the youngest people ever inducted into the Marketing Hall of Legends.



Tony Chapman

Lee-Anne McAlear will address the characteristics, skills and competencies needed to lead effectively in today's demanding working environment. She will illustrate the differentiating practices of leaders who embrace change, engage employees and build bridges for results. Lee-Anne McAlear is Program Director, Innovations, at Schulich School of Business, and a highly regarded consultant and trainer in many industries.



Lee-Anne McAlear

### Employee Management topics

Besides the apartment investment issues, this year's conference will provide a 2-day stream on employee



## Residential Tenancies Act 2015 Refresher

### SIGN UP NOW

8:00am - 12:00pm

includes full breakfast

April 15 Ottawa - Hampton Inn Conference Centre

April 16 Kingston - Donald Gordon Conference Centre

This refresher course will cover starting a tenancy right, ending a tenancy and case law update.

Special EOLO member pricing at \$149.99 per person plus taxes

To register, please contact Lynzi Michal at [lmichal@frpo.org](mailto:lmichal@frpo.org) or 1-877-688-1960 Extension 22.

management.

"As the Director of Residential Operations for Skyline Management, I spend 70 per cent of my time dealing with employee issues, whether in hiring, training or coaching them," says B.J. Santavy. Dealing with employees is a major part of what executives, regional managers, senior property managers and independent rental owners do. "If your employees are capable, motivated and working well together, then you'll see a positive impact on your financial results," adds B.J.

The CFAA Rental Housing Conference 2015 will devote 11 sessions to employee issues. Presenters will cover such topics as hiring, addressing workplace harassment and social media use (from both the legal and the practical point of view), as well as how to coach employees to raise employee retention and achieve service excellence.

The conference will also address building repair and renovation issues.

Whatever your portfolio size, the CFAA Rental Housing Conference 2015 will provide valuable information to help you make your business more rewarding, both for yourself and for your company.

### How to learn more

The education sessions will be presented at the Westin Prince Hotel on Thursday and Friday, June 11 and 12.

To learn more or to register, visit the conference section of [www.cfaa-fcapi.org](http://www.cfaa-fcapi.org).

## New Ottawa City Council - 2015 to 2018 (cont'd)

*(Continued from page 1)*

reduced the multi-residential tax ratio to offset the relative increase in assessed values. We are optimistic that City staff will continue to recommend the reductions in the multi-residential tax ratio to offset the relative increase in assessed values for 2015 and 2016 taxation (for the average multi-residential property), and that City Council will adopt the reduced ratios.

City Council continues to allocate a significant portion of the provincial social services upload money to additional financial support for housing. Of the \$14 million allocated to housing, \$5 million is being used for rent supplements and housing allowances. An expansion of housing allowances or rent supplements has been a major plank in EOLO's housing policy for more than two decades.

In addition, much of the rest of the extra housing funding was used for social service supports and supportive housing, which EOLO also supports. It appears likely that an additional \$2 million per year will be allocated to housing, with a continued focus on housing allowances, social service supports for the hard-to-house and some funding for Ottawa Renovates, which is the replacement

for the former CMHC RRAP program. All of those funding allocations are positive for tenants and landlords, and good use of taxpayer money.

A broader issue has affected landlords and other municipalities, namely landlord licensing. EOLO has worked hard, both to explain why landlord licensing is not helpful to address residents' concerns, and to avoid its coming into force. Under Jim Watson's leadership, Council has not taken any steps to implement landlord licensing, nor to adopt a city wide student housing policy. Councillor Fleury represents Sandy Hill, the student housing area which could be the focus of calls for licensing. EOLO has worked diligently to address the problems in Sandy Hill, and to build a strong positive relationship with him. See the article at page 2.

As reported at pages 4 and 5, EOLO met with all the new City Councillors. We are pleased with the positive reception we received and the content of the discussions. Barring major unforeseen and unavoidable circumstances, it seems reasonable for landlords to expect that the policies of the past four years will continue to be the policies of this term of Council.

## EOLO 2015 Associate Member Directory

### ACCOUNTING

**Welch LLP**  
Rachel Graham  
613-236-9191 x 5124  
www.welchllp.com  
www.w-group.com

### ADVERTISING/Marketing

**Gottarent.com**  
Genevieve Delaney  
416-857-4914  
www.gottarent.com  
**Rentseeker.ca**  
416-800-7572  
contact@rentseeker.ca

### APPLIANCES/LAUNDRY

**Coinamatic**  
Bob Lyons  
613-738-1211  
www.coinamatic.com

**Debsel Inc.**  
Howard Wallace  
1-877-481-0215  
www.debsel.com

**Keyesbury Distributors**  
Ian Morrison  
613-257-8100  
www.keyesbury.com

### COMMUNICATIONS

**Bell Canada**  
Marco Valencia  
613-742-1188  
www.bell.ca

**Rogers Communications**  
Tarcy Nascimento  
613-759-8509  
www.rogers.com

### CONSTRUCTION & RESTORATION

**All Professional Trades Inc.**  
Jeff Moore  
519-686-4400  
www.allprofessionaltrades.com

**The Byng Group**  
Rob Settino  
613-739-1022  
www.thebynggroup.com

### Vincent Spirito & Sons Ltd.

Robert Spirito  
613-745-4630  
robert@spirito.ca

### CONSTRUCTION SUPPLIES

**A.Potvin Construction**  
613-446-5181  
www.potvinconst.com

**HD Supply**  
Mike Budge  
1-800-782-0557  
www.hdsupplysolutions.ca

ASSOCIATE MEMBERS  
CONTINUE ON PAGE 8

# ELO 2015 Associate Member Directory

## ENERGY & SERVICES

### Demtroys Technologies

Jean-Sébastien Cyr  
819-780-4272 x101  
www.demtroys.com

### Enbridge Gas Distribution

Luigi Pisani  
613-748-6794  
www.enbridge.com

### EnerCare Connections

Barry Zeidenberg  
416-649-1892  
www.stratacon.ca

### Hydro Ottawa

Christopher Kelly  
613-738-5499 x213  
www.hydroottawa.com

### K3D Automated Heat Control Systems

Glen Doe  
905-979-1664  
glen.doe@K3D.ca

### Leapfrog Lighting

Jim Armitage  
613-270-7877  
www.leapfroglighting.com

### Property Power

Mike Bromstein  
1-866-796-7460  
www.propowercorp.com

### Wyse Meter Solutions Inc.

Leah Werry  
647-272-9430  
lwerry@wysemeter.com  
wysemeter.com

## ENGINEERING & CONSULTANTS

### Cleland Jardine Engineering Ltd.

Robert Jardine  
613-591-1533  
www.clelandjardine.com

### Halsall Associates

Shawn Carr  
613-237-2462  
www.halsall.com

## FIRE SERVICES

### Douglas Fire Safety Systems Ltd.

Dave Abson  
613-733-5348  
Dabson@dougfire.com

## FLOORING

### Connolly & Son Flooring Ltd.

Dan Connolly  
613-733-9117

### Giant Carpet & Flooring

Neil Piltzmaker  
613-723-3190  
www.giantwholesale.ca

## LEGAL SERVICES

### Dickie & Lyman Lawyers LLP

David Lyman  
613-235-0101  
www.dickieandlyman.com

## MECHANICAL

### Optimum Mechanical Solutions

613-228-9500  
www.optimummech.com

## MORTGAGE SERVICES

### CMLS Financial

David Arntfield, Steve  
McEwen or James Scarrow  
613-237-8111  
www.cmls.ca

## PLUMBING/HARDWARE

### Giant Plumbing & Hardware

Andy Brule  
613-723-3190  
www.giantwholesale.ca

## POOLS

### Superior Pool, Spa & Leisure Ltd

Perry Hart  
613-228-1212  
www.superiorpool.com

## PROPERTY MAINTENANCE

### Goodbye Graffiti

Michael West  
613-235-4747  
www.goodbyeGraffiti.com

### Nutri-lawn Ottawa

Thom Bourne  
613-739-3399  
www.nutrilawn.com

## PROPERTY MANAGEMENT SOFTWARE

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Ron Piccoli  
1-888-569-2734  
www.yardi.com

## REAL ESTATE APPRAISAL & CONSULTING

### Altus Group Ltd

Jeff Arnott  
613-721-7804  
www.altusgroup.com

### Stronghold Commercial Real Estate Inc.

Shawn Parkinson  
519-646-1200  
shawn@strongholdinc.com

## SIGNAGE & PAVEMENT MARKING

### All-Signs

Dave Western  
613-835-3910  
www.allsigns.ca

## WASTE MANAGEMENT

### Miller Waste Solutions Systems

Rob Perry  
613-742-7222  
www.wastesolutions.ca

## WINDOWS/DOORS

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John Vacca  
1-800-363-4810  
www.norstarwindows.com

Eastern Ontario Landlord  
Organization  
1600 Carling Ave, Suite 640  
Ottawa, ON K1Z 1G3  
TEL 613.235.9792  
FAX 613.238.0101  
eolo@magma.ca  
www.eolo.ca

If you have any questions about the issues raised in this bulletin, please contact John Dickie (Chair) or David Lyman (Vice-President) at 613.235.9792, or Luigi Caparelli (President) at 613.723.6169.

If you are interested in membership or advertising opportunities, please contact the EOLO Membership Services Coordinator at 613.235.9792