

# NEWSLETTER

March 21, 2016

[www.EOLO.ca](http://www.EOLO.ca)

## CFAA Rental Housing Conference 2016 - Register Now to Attend!

CFAA Rental Housing Conference 2016 will take place in Toronto from June 7 to 9, offering topic steams for property managers, regional managers, marketing, HR and building science managers, investors, executives and hands-on owner-operators.

Hear keynote addresses from leadership expert and sportscaster Greg Millen, and marketing expert Alicia Whalen, on Wednesday, June 8. Benjamin Tal will speak again to CFAA on Thursday, June 9, 2016.

New this year, attend the inaugural CFAA Awards Dinner to see top landlords and suppliers compete for accomplishments of the year.

At CFAA Rental Housing Conference 2016, learn what you and your key people need to know about:

- building retrofits
- marketing & leasing
- managing employees
- retaining tenants
- cap rates, valuations and sales
- rental demand and interest rates
- other key, current issues facing rental housing providers

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### CFAA-RHC 2016 Program of events

Tuesday, June 7	Building Innovations Bus Tour
Wednesday, June 8	Education Day 1
Wednesday, June 8	CFAA Awards Dinner
Wednesday, June 8	Wyse After-Party
Thursday, June 9	Education Day 2

Register for CFAA Rental Housing Conference 2016 now at [www.CFAA-RHC.ca](http://www.CFAA-RHC.ca), so you and your key people don't miss out!

*See page 6 for more details.*

## New MPs for Ottawa Ridings

### Ottawa Centre - Liberal



**Catherine McKenna** won the 2015 election in her riding with 42.6% of the vote, defeating Paul Dewar, who won 38.5% of the vote for the NDP, Damian Konstantinakos, who won 14.5% of the vote for the Conservative Party, and Tom Milroy, who won 3% of the vote

for the Green Party. An Ottawa lawyer, Catherine was sworn in on November 4 as the new Minister of Environment and Climate Change. She is the only Ottawa MP to become a Cabinet Minister.

### Orleans -Liberal



**Andrew Leslie**, won in his riding with 59.8% of the vote, whereas Royal Galipeau of the Conservatives won 30.4% of the vote, and Nancy Tremblay of the NDP won 8% of the vote. Andrew is the Liberal Party whip, responsible for committee assignments and ensuring the

Liberals follow the party line in votes in the House of Commons.

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## Latest Ontario housing reforms - mostly good news

On March 14, the government of Ontario announced a major update to its Long-Term Affordable Housing Strategy ("LTAHS"), first launched in 2010. The government says the updates will make housing programs more people-centred and co-ordinated, and provide municipalities with flexibility to meet local needs.

To increase the supply of affordable housing and support the province's goal of ending chronic homelessness in 10 years, Ontario is:

- Creating a framework for a portable housing benefit that would give people who receive housing assistance the flexibility to choose where they want to live. Further, the province will invest more than \$17 million over three years to provide a portable housing benefit on a pilot basis to eventually support up to 3,000 survivors of domestic violence.
- Proposing legislation for inclusionary zoning that would enable municipalities to mandate the inclusion of affordable housing units in new development projects.
- Developing a Supportive Housing Policy Framework to improve client outcomes, and providing more than \$100 million in funding over the next three years for new supportive housing to improve access for up to 4,000 families and individuals to services like counselling, dispensing medication, and life skills, as well as support the construction of up to 1,500 new supportive housing units over the long term.
- Providing an additional \$45 million over three years to the Community Homelessness Prevention Initiative.
- Developing an Indigenous Housing Strategy in partnership with Indigenous communities.

A key new policy is the move to pilot and create a framework for portable housing allowances. That is a reform EOLO has been promoting for 25 years.

For tenants, portable housing allowances

- avoid the stigma often associated with public housing
- allow a wide choice of places to live
- allow them to keep their housing assistance when they move to take a new job (which is good for them and the economy)

- enable them to get housing assistance quickly when they need it.

For landlords, portable housing allowances

- help tenants pay their rent in full and on time
- sustain rental demand
- leave them with their choice of tenants
- avoid administrative burden.

For taxpayers, portable housing allowances

- can be administered at very low cost
- can be cut back easily and cheaply as soon as the tenant no longer needs as much support
- use the existing economical housing stock, rather than newly built (and therefore expensive) housing
- cost less money to help more people.

Well-designed portable housing benefits direct more help to tenants in high-cost areas such as Ottawa and Toronto, and less to tenants in low cost areas like Pembroke or Windsor. Since they address the issue of relatively high rents directly, housing benefits tend to reduce the political pressure to tighten rent controls. In turn, avoiding tighter rent controls helps maintain or increase the supply of rental housing, which moderates rents, maintains quality and enables landlords to operate with fewer restrictions.

EOLO also strongly supports the funding which LTAHS promises for supportive housing.

Less positive is the move to bring in inclusionary zoning. EOLO believes that mandatory inclusionary zoning is a counter-productive policy for making housing more affordable because the requirement to provide low-price or low-rent housing in all new developments acts like a tax on developers or new home buyers, and drives up the price of new housing, which then has a ripple effect through the whole housing market. EOLO will provide input on the details of that reform to try to minimize the negative impact of that on the rental housing market.

EOLO is encouraged by the provincial recognition of the benefits that can be achieved through portable housing allowances, such as the pilot project brought in by the City of Ottawa at EOLO's suggestion. We are optimistic that direct financial assistance to low-income tenants will be used more and more to address housing affordability concerns in a way that benefits tenants, landlords and taxpayers.

## FRPO Residential Tenancies Act 2016 Seminar

**REGISTER NOW**

**April 14 - Ottawa  
Ottawa Events and Conference Centre**

This seminar will cover various aspects of the RTA

8:00am - 12:00 noon

Registration includes full breakfast

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

To register, please contact Michael Blow at [events@frpo.org](mailto:events@frpo.org) or 1-877-688-1960 Extension 24.

Visit [www.frpo.org](http://www.frpo.org) for more details.

## Fall 2015 EOLO Networking Event

Our previous Fall Networking Event, held in September 2015, 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 [admin@eolo.ca](mailto:admin@eolo.ca).

### September 2015 Networking Event Sponsors:

#### Our Host Sponsor:

Yardi Systems Inc.

#### Our Gold Sponsors:

Demtroys Technologies

Enbridge

Keyesbury Distributors Ltd.

Leapfrog Lighting

Miller Waste Solutions Group

Nutri-Lawn Ottawa

#### Food Sponsors:

Coinamatic Canada Inc.

Rogers Communications Inc.

## EOLO Thanks our Spring 2016 Networking Event Sponsors:

### Our Gold Sponsors:

**Dickie & Lyman** Lawyers LLP

We know the real property industry,  
and what you need to succeed.



### Our Food Station Sponsors:



### Our Bar Sponsor:



### Our Education Sponsor:



## New MPs for Ottawa Ridings 2015 (cont'd)

(Continued from page 1)

### Ottawa Vanier - Liberal



**Mauril Belanger** of the liberal party was first elected to the House of Commons as a Liberal Member of Parliament for Ottawa-Vanier in a by-election in February 1995, Mauril has been re-elected in every election since. In the 2015 election, Mauril won 57.2% of the vote, defeating Emilie Taman, who won 19.5% of the vote for the NDP, and David Piccini who won 19.1% of the vote for the Conservatives. Since the election Mauril learned that he is afflicted with ALS, also known as Lou Gehrig's disease. He is now unable to speak.

### Ottawa South - Liberal



In June 2004, **David McGuinty** was elected to the House of Commons as a Member of Parliament for Ottawa South. David has held the riding since 2004, when he succeeded retiring Liberal John Manley. In 2015, David won 60.1% of the vote, defeating Dev Balkissoon, who won 24.2% of the vote for the Conservatives, and George Brown, who won 11.6% of the vote for the NDP.

### Ottawa-West Nepean - Liberal



**Anita Vandenberg**, of the Liberal Party, is an international expert on democracy and human rights, who has spent over 10 years upholding the democratic values of freedom, diversity, and social equality, focused on parliamentary development, political parties and women's political participation. Anita was previously Director of Parliamentary Affairs in the Office of the Leader of the Government in the House of Commons and Minister responsible for Democratic reform, where she oversaw the development and implementation of the Government of Canada's Democratic Reform Plan. In the 2015 election, Anita won in her riding with 56% of the vote. She defeated Abdul Abdi of the Conservative Party, who won 30% of the vote, and Marlene Rivier of the NDP, who won 9.8% of the vote.

### Nepean - Liberal



During the last three years, **Chandra Arya** served on the board of Invest Ottawa—an economic development agency established with the mandate of making Ottawa the best place in Canada to start and grow a business. During this time, Chandra collaborated closely with Mayor Jim Watson, who serves as Co-Chair of the agency, in addition to other business and community leaders. Chandra won his riding with 52.4% of the vote for the Liberals. He faced off against Andy Wang of the Conservative Party, who won 36.2% of the vote, and Sean Devine of the NDP, who won 8.2% of the vote.

### Kanata-Carleton - Liberal



A Canadian Forces female pioneer, **Karen McCrimmon** of the Liberal Party, honed her leadership and team-building abilities in the service of her country. As a Lt. Colonel, she commanded an RCAF quadron in Afghanistan, the first woman to command an RCAF squadron in a warzone. She won her riding with 51.3% of the vote, defeating Walter Pamic of the Conservative Party, who won 39.2% of the vote, and John Hansen of the NDP, who won 6.8% of the vote.

### Carleton - Conservative



After defeating the incumbent Liberal Defense Minister in the 2004 election, **Pierre Poilievre**, Conservative, has been re-elected four times. In the 2015 election, Pierre won in his riding with 46.9% of the vote, defeating Chris Rodgers of the Liberal Party who won 43.6% of the vote. Pierre also faced Kc Larocque of the NDP who won 6.1% of the vote. Pierre serves as the Official Opposition Critic for the Treasury Board.

## City of Ottawa renewable energy strategy

Councillor Chernushenko, the Chair of the Environment Committee, and a former deputy leader of the Green Party, has put the City on a path to create a renewable energy strategy. The twin goals will be: 1) to encourage less energy usage, and 2) to encourage a larger percentage of the energy usage to be from renewable resources.

At the initial consultation, several people promoted the view that the municipality should not just educate and encourage building owners to conserve, but also make people conserve! They said the City should not be shy about using its regulatory powers to make people reduce their energy consumption.

In fact, for the most part, rental buildings are green buildings. As compared with single family homes, apartment buildings use 65% less energy per household, 40% less water per capita and produce 60% less waste. The average commute of an apartment dweller is 20 km shorter than the average homeowner.

One might think some of that advantage flows from new energy efficient condo buildings, but it applies to low-rise renters too. Regardless of whether they live in an apartment building, the average renter uses 50% less

energy per household than the average owner in an owner-occupied home, and has a commute that is 8.4 km shorter.

EOLO will push back against proposal for an unreasonable City requirements. Fortunately, Councillor Chernushenko seems to want to do everything possible to encourage people to conserve in cost effective ways. Only if the voluntary approach does not work would he want to look at certain mandatory requirements. Even then, he agrees with EOLO that mandatory requirements would have to be fine-tuned, and to respect the situation of different buildings, and all the technological constraints, as well as the human constraints that landlords face in terms of having tenants conserve energy.

EOLO explained to Councillor Chernushenko that landlords would be quite happy to sub-meter electricity, but that the provincial rules had essentially made that a no go. He was interested in promoting sub-metering as a way of conserving energy. That may turn into a positive in terms of having the municipalities push the Province to allow sub-metering to be implemented on reasonable terms.

## City of Ottawa water rate review

At the moment, City of Ottawa water bills are issued on the basis of water usage. Then that usage also determines the sewer surcharge. Only three other major Ontario municipalities charge for water in that way. A number of other municipalities charge a flat rate per property, with a rate per unit for multi-family buildings. Most municipalities charge a certain flat rate per unit and a usage rate.

With the substantial increases in Ottawa water rates over the last number of years, many users have cut back on water usage, thereby decreasing the revenue received by the city to pay for the water and sewer system. People who have been cutting back on water usage include residential landlords, who have in many cases, installed low-flow toilets and various water conservation devices on taps and shower heads.

The City is part way through a consultation on changing the water pricing system. At this point, the indication is that the City is likely to put 20% of the cost of the system on a flat charge (or a charge based on the water pipe size) and leave 80% on a usage basis.

The City is also considering providing a lower usage rate for basic household consumption, and then higher rates for higher consumption than that at any address. In such a system, EOLO's concern is to ensure that a 100 unit building has 100 times the base consumption allowance at the lower rate, since there are 100 households that need their basic needs taken care of, and in fact, they are often low income households. EOLO has had success with that argument in the past. Because of our past conservation measures, many landlords and tenants may receive all, or the bulk, of our water usage at the lower, preferred rate.

EOLO is also monitoring and weighing in on the issue of a separate storm water charge, which will likely be determined based on property type and size, or even on the area of the impervious surface (e.g. the concrete pathways and paved parking lot.)

## CFAA Rental Housing Conference 2016 - bigger and better

CFAA Rental Housing Conference 2016 will be bigger and better than ever. Along with other landlords from Ottawa, EOLO's Geoffrey Younghusband and Theresa Pelletier attended last year's CFAA conference. All of them rated the conference very highly.

The 2016 Conference offers multiple streams of topics through both days, including numerous investment issues, new ideas and options in building repairs and retrofits, apartment marketing and leasing solutions, revenue management and employee management solutions.



In his keynote speech, **Greg Millen**, former NHL goaltender and hockey commentator, will take attendees through the latest research on leadership, communicating it through his experiences in the NHL and network broadcasting.



In her keynote speech on digital marketing, **Alicia Whalen** will educate you on how prospects search for rentals today, how to improve marketing conversions and how to make renting units easier. In a workshop after her speech, addressing the customer path to conversion, Alicia will outline the digital channels that are most important to your potential renters, and the longer term marketing tactics that can be used to manage your online reputation and brand.



In his always engaging keynote speech, CIBC - World Markets economist **Benjamin Tal** will address the economy and rental demand in Canada in the new environment of low oil prices and government stimulus.

The CFAA conference will offer more than 30 sessions, with more than 60 expert and entertaining speakers, as well as lots of opportunities to ask questions, and to network between education sessions.

Special events include the Building Innovation Bus Tour during the afternoon of Tuesday, June 7, and the networking reception, CFAA Awards Dinner and Wyse After-Party, all on Wednesday, June 8.

If you are looking to advance your skills and knowledge related to the Canadian rental housing industry, while having a good time, you should attend CFAA Rental Housing Conference 2016 in Toronto.

Registration is now open. Early registration pricing is available until April 15. Save up to \$100 per person. Discounted hotel rooms are also available now.

The conference fees and travel expenses are deductible from your rental income for tax purposes. At a 40% marginal tax rate, the after-tax cost to attend is only \$220 for one day, and \$337 for both education days, provided you register by April 15.

For more information or to register, visit the conference website, [www.CFAA-RHC.ca](http://www.CFAA-RHC.ca).

CFAA invites Ottawa's landlords to join us in sessions for hands-on owner-operators, rental investors, rental executives and property managers, as well as human resources, marketing, leasing, and building maintenance managers.

## CO detectors required in all residential buildings

As of October 15, 2015, all residential buildings require one or more CSA-approved carbon monoxide detectors if the building contains a fireplace, an attached garage intended for the parking or storage of motor vehicles, or any kind of fuel burning appliance. Fuel burning appliances include oil or gas burning furnaces, wood or gas burning stoves or clothes dryers, gas powered refrigerators, gasoline or diesel engines or kerosene heaters.

CO alarms are not necessarily required in every apartment in a building, although they may be. When there is a fuel burning appliance ("FBA") or fireplace in a dwelling unit itself, a detector must be installed in the dwelling adjacent to each sleeping area.

If a FBA is located in a building service room, a detector must be installed in the service room AND adjacent to each sleeping area in all suites that have a common wall or floor/ceiling assembly with the service room.

If there is a garage in the building, a detector must be installed adjacent to each sleeping area in all suites that have a common wall or floor/ceiling assembly with the garage.

See the article posted on the EOLO website for detailed examples of which units require CO detectors, where they should be placed within each unit, and the rules related to testing and other issues.

## How will the Federal Budget impact landlords?

The federal budget is due to be released on March 22, just after this issue has gone to print. CFAA hopes and expects that the immediate spending on housing infrastructure will be for housing repairs, rather than for new social housing construction.

In our pre-budget submission, CFAA pointed out that funding repairs to social housing would create jobs much faster than providing money to build new social housing. We also pointed out that many privately owned buildings need major repairs, and that funding for those repairs would create jobs even faster, while preserving much of the most affordable existing rental housing.

CFAA also promoted the application of the proposed GST relief to most or all private rental housing developments (not just "affordable housing"), and the provision of low-cost financing (or development bonds) to enable new construction of private market rental units when interest rates rise.

In the longer term, there will undoubtedly be funding for new social housing construction. CFAA advocates for that funding to be focused on subsidizing supportive housing (rather than new housing to serve low-income renters whose only need is financial.)

Supportive housing usually serves people with physical or mental disabilities or addictions. Many such people currently live in the private rental market, and some consume large amounts of public emergency services, such

as ambulance and police response. People who are often in crisis can also cause significant disruption to private landlords and to other tenants. Supportive housing can avoid those disruptions and costs.

CFAA also endorses improving income support for low-income families and seniors, either through enhanced income supports, or through direct financial assistance to pay for housing.

Such issues may seem removed from day-to-day rental operations, but many renters earn or receive only low-incomes. Improving their ability to pay rent is important to maintain rental demand, which in turn enables landlords to rent more and better housing in an expanding market rather than a shrinking market. Everyone in the rental housing industry is better off working in an expanding market rather than a shrinking market.

To read CFAA's pre-budget submission and budget commentary, visit [www.cfaa-fcapi.org](http://www.cfaa-fcapi.org).

*EOLO is a member of the Canadian Federation of Apartment Associations, the sole national organization representing the interests of Canada's \$480 billion dollar private rental housing industry, which provides homes for more than eight million Canadians.*

# EOLO 2016 Associate Member Directory

## 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**  
Kristin Reid  
613-324-0296  
www.bell.ca

**Rogers Communications**  
1-888-ROGERS1  
www.rogers.com

## CONSTRUCTION & RESTORATION

**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

**Giant Wholesale Distributors Ltd.**  
Andy Brule  
613-723-3190  
www.giantwholesale.ca  
**HD Supply**  
Mike Budge  
1-800-782-0557  
www.hdsuppliesolutions.ca

## ENERGY & SERVICES

**Cricket Energy**  
David Walton  
613-299-8319  
www.cricketenergy.com

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

**Enbridge**  
Luigi Pisani  
613-748-6789  
www.enbridgegas.com

**Enercare Connections**  
416-649-1876  
www.enercare.ca

**Hydro Ottawa**  
Grace McConnachie  
613-738-5499 x7493  
www.hydroottawa.com

**Leapfrog Lighting**  
Jim Armitage  
613-270-7877  
www.leapfroglighting.com

**Lightenco**  
Steve Hubbard  
613-907-1429 x104  
www.lightenco.com

**Wyse Meter Solutions Inc.**  
Leah Werry  
647-272-9430  
wysemeter.com

## ENGINEERING & CONSULTANTS

**WSP Canada Inc.**  
210 Gladstone Avenue,  
T: 613-237-2462  
www.wspgroup.ca

## FIRE SERVICES

**Douglas Fire Safety Systems Ltd.**  
Dave Abson  
613-733-5348

## FLOORING

**Giant Commercial Flooring**  
Neil Piltzmaker  
613-228-2285  
www.giantcarpetflooring.com

## LEGAL SERVICES

**Dickie & Lyman Lawyers LLP**  
David Lyman  
613-235-0101  
www.dickieandlyman.com

## MECHANICAL CONTRACTORS

**Optimum Mechanical Solutions**  
613-228-9500  
www.optimummech.com

## PROPERTY MAINTENANCE

**Goodbye Graffiti**  
Michael West  
613-235-4747  
www.goodbyeGraffiti.com

**Nutri-Lawn Ottawa**  
Thom Bourne  
613-739-3399  
www.nutrilawnottawa.com

## PROPERTY MANAGEMENT SOFTWARE

**Yardi Systems**  
Ron Piccoli  
1-888-569-2734  
www.yardi.com

## REAL ESTATE APPRAISAL & CONSULTING

**Altus Group Ltd**  
Jeff Arnott  
613-721-1333  
www.altusgroup.com  
**Stronghold Commercial Real Estate Inc.**  
Shawn Parkinson  
1-877-354-7776  
shawn@strongholdinc.com

## SIGNAGE & PAVEMENT MARKING

**All-Signs**  
Dave Western  
613-835-3910  
www.allsigns.ca

## WASTE MANAGEMENT

**Miller Waste Solutions Group**  
Jason Tower  
613-742-7222  
www.millergroup.ca

## WINDOWS/DOORS

**Norstar Windows & Doors**  
John Vacca  
1-800-363-4810  
www.norstarwindows.com