

# NEWSLETTER

May 2008

www.EOLO.ca

## Property Tax Win for Ottawa's Landlords and Tenants

On April 23rd, after extensive efforts by EOLO and others, City Council agreed to lower the property tax ratio on multi-residential properties from 1.8 to 1.75.

Council's action will reduce the 2008 tax increase on most multi-residential buildings from 4.5% to about 2.1%, **saving over \$30 per unit.**

Without this reduction in the tax ratio, multi-residential property would have seen an average tax increase of \$61 per unit. Now, the average increase will only be about \$29.

Multi-residential properties (which include apartment buildings, townhouses and other properties where more than 6 rental units are located on the same tax roll) will now pay municipal tax at a rate of 1.75 times the residential tax rate.

Since 2001, Ottawa has seen the multi-residential tax ratio fall by more than 25%. In that time, Ottawa rentals have moved from being one of the more heavily taxed in the Province, to one of the lower. We are the envy of landlords across the Province as multi-residential properties in most other Ontario cities are now paying 25 to 50% more in property taxes than we pay in Ottawa.

It is ultimately tenants who bear the brunt of higher

Inside this issue:	Pg.
<a href="#">Tenant-Landlord Food Drive</a>	2
<a href="#">Spring 2008 Networking Event</a>	3
<a href="#">Ontario's Poverty Reduction Strategy</a>	4
<a href="#">ROOF Program Extended</a>	5
<a href="#">Accreditation—FRPO's Certified Rental Building Program</a>	5
<a href="#">Landlords' Responsibilities under the Ontario Fire Code</a>	6
<a href="#">Window Falls and Safety Warnings</a>	6
<a href="#">EOLO Solves Sandy Hill garbage problem</a>	7
<a href="#">CFAA report on Federal Tax Reform</a>	8
<a href="#">CFAA Conference Invitation (June 11 to 13)</a>	8
<a href="#">Neighbours, Friends and Families —A resource for landlords with tenants facing domestic violence issues</a>	9
<a href="#">EOLO Associate Members</a>	10

property taxes, as landlords are entitled to pass on property tax increases to their tenants. However, landlords suffer as well. Landlords have to incur the cost and effort of filing applications to increase rents. Meanwhile, if forced to pay higher rents, well-off tenants may leave for home ownership options. Less well-off tenants may face difficulty paying the higher taxes and defaults will rise.

Part of our success in convincing Councillors to lower the tax ratio was our pointing out that the planned 4.5% tax

*(Continued on page 4)*

## Proposed City Licensing of Landlords

The Municipal Act was recently changed to broaden the ability for cities to license different types of businesses, including licensing residential landlords. A number of cities across the Province are considering licensing of landlords and rental buildings. Most notably, the City of Toronto is in the process of considering imposing an "apartment regulatory strategy". Such a strategy would likely result in the City doing annual inspections of buildings and charging back their costs, which could well be \$10 to \$45 or more for each and every rental unit every year.

Licensing has been adopted for a limited area of Oshawa (the student rental area), which includes licensee fees of \$250 per bedroom. London, Kingston and Hamilton are also actively considering licensing for some or all landlords. Since they would be municipal charges, licensing fees could be passed along to tenants, making rental housing less affordable.

The proposal for licensing is rationalized on the ground

*(Continued on page 2)*

## Spring HOPE Tenant-Landlord Food Drive Raises 52 Tons of Food

In order to fill The Food Bank's shelves after a long winter and during times of rising food costs, Ottawa rental property companies banded together to raise 52 tons of food through door-to-door collections in Ottawa apartment buildings during the fourth annual Spring HOPE Tenant-Landlord Food Drive on Tuesday, April 29. The 179 participating buildings are managed by 17 different rental property companies.

The landlords who participated this year are:

Arnon Development Corporation Ltd.  
Capital Properties Ltd.  
CLV Group Inc.  
Elk Property Management  
Glenview Management Ltd.  
Homestead Land Holdings Ltd.  
I.P.T Investments Inc.  
Minto Group Inc.  
Osgoode Properties Ltd.  
Paramount Properties  
Realstar Property Management  
The Regional Group Companies Inc.  
Taggart Realty Management  
Timbercreek Asset Management  
TransGlobe Property Management  
Urbandale Corporation and  
Vertica Resident Services Inc.

EOLO Chair John Dickie praised the building staff and tenants who collected the food in the buildings, as well as the tenants who contributed the food. "They are the real heroes," he said, adding, "There is a pressing need for help in our community. Landlords want to help The Food Bank fulfill that need. Providing the information and collection network for this special food drive is one way landlords in Ottawa give back to the community."

Rogers Cable technicians collected the food donations from each building and delivered them to The Food Bank. "Rogers is pleased to assist with the Tenant-Landlord Food Drive again this year. Collecting food from the participating buildings and tenants gives our 30 cable technicians the opportunity to work with our existing partners in building a stronger community," said Ms. Robin McIntyre, Regional President Rogers Communications Inc.

The Ottawa Food Bank is the National Capital Region's central emergency food assistance organization. Through its 127 member agencies, The Ottawa Food Bank helps 40,000 individuals per month, 40 per cent of whom are children.

## Proposed City Licensing of Landlords

(Continued from page 1)

that it will weed out bad landlords. However, why should good landlords and their tenants have to pay a fee so city inspectors can go after bad landlords?

EOLO believes in buildings being maintained properly, and in compliance with all appropriate safety standards. The vast majority of landlords already keep the vast bulk of buildings well maintained and safe. The proposal to license landlords in order to fund a pro-active property standards inspection program for common areas in multi-residential buildings would expand the City bureaucracy for little benefit.

EOLO is opposed to unnecessary government regulation and bureaucracy. The Province already heavily regulates

the rental housing industry through legislation such as the *Residential Tenancies Act*, the *Building Code Act*, and the *Fire Protection and Prevention Act*. Consequently, EOLO is opposed to municipal licensing of landlords.

EOLO and our members are not opposed to the effective enforcement of the property standards by-law, and other legal requirements. We are also not opposed to better services for tenants and quality maintenance for tenants. In fact, we support all of those goals.

EOLO will keep a watchful eye on Ottawa City Council and the City bureaucracy in order to oppose any proposal to bring licensing to the City of Ottawa. EOLO will also take other steps to seek to solve problems that would support licensing. For example, see the article on page 7 about the Sandy Hill garbage problem.

## Spring 2008 Networking Event

Our 6th semi-annual Networking event for our landlord and associate members will be held on Wednesday, May 28 between 5:30 to 7:30 pm at the Centurion Conference and Event Centre in Ottawa.

## Fall 2007 Networking Event

Our previous Fall Networking event, held on Nov 21, 2007, was a great success for EOLO's landlord and associate members. The landlord members were able to learn more about the products and services provided by our sponsors and other EOLO associate members while breaking bread (and carved roast beef) with them.

EOLO would like to thank all of the landlords and suppliers that were in attendance. If you are interested in joining EOLO in order to attend future events, please contact Erin Wallace at (613) 235-0101 or by email at [eolo@magma.ca](mailto:eolo@magma.ca).

### Fall 2007 Networking Event Sponsors:

Bar: Bassi Construction & Masonry Ltd.

Our Gold Sponsors:

Coinamatic  
Debsel Inc.  
Dickie & Lyman Lawyers LLP  
HD Supply / Litemor  
The Phelps Group  
Pinchin Environment  
RONA Home & Garden  
Schindler Elevators  
Uniform Custom Countertops  
Vipond Ltd.

## EOLO Thanks our Spring 2008 Networking Event Sponsors:

Our Bar Sponsor:



**Schindler**

Our Gold Sponsors:



**DICKIE & LYMAN**  
Lawyers LLP



*Wholesale Supplier of Maintenance and Energy Conservation Products*

**Keyesbury  
Distributors  
Limited**



## Property Tax Win for Ottawa's Landlords and Tenants

*(Continued from page 1)*

increase would allow almost all landlords to file AGI applications to recover that extraordinary tax increase. Councillors do not want to be blamed for rising rents.

As a last minute part of the campaign, three of EOLO's largest members agreed not to take an above guideline rent increase in 2009 for the water cost increase. (The City recently increased the water rate by almost 10%). Others agreed to "look favourably on that approach".

For EOLO's lobbying efforts with Council, it would be helpful if more landlords will take that approach. It is clear that applications for capital expenditures are fair game, and so are applications for other utilities, such as oil or gas.

EOLO will continue to press for more reductions in property taxes, until multi-residential properties pay the same tax rate as residential properties because until that tax rate is reached, the property tax system discriminates against tenants.

## Ontario's Poverty Reduction Strategy – what it will mean for landlords

The government of Ontario is creating a poverty reduction strategy, which should be released by December 2008. In Ontario, housing affordability plays a major role in poverty. For landlords, the key issue in the new strategy is what emphasis it will put on new social housing construction compared with providing housing assistance through financial support such as rent supplements or housing allowances.

As it happens, the federal government is reviewing the affordable housing agreements with the provinces. The Honourable Monte Solberg, federal Minister responsible for housing, was recently quoted by the Canadian Press as saying:

"The federal government hasn't decided whether to renew the housing agreements because it's reviewing the effectiveness and the need for such programs. ... Is building units always the appropriate thing to do?" he asked. "Some provinces have lots of housing but incomes aren't high enough to get people in. It may be a situation where provinces want to use a housing allowance instead of building more units."

The Canadian Federation of Apartment Associations (CFAA) sent Minister Solberg a letter applauding him for bringing forward that housing policy issue. You can read the letter at [www.cfaa-fcapi.org](http://www.cfaa-fcapi.org). CFAA is working hard to encourage the federal government to support housing allowances and/or rent supplements. See page 8 for a description of CFAA's Housing Policy conference which will include a session on portable housing allowances.

The Federation of Rental-housing Providers of Ontario (FRPO) is working hard to promote sound housing policy at the Provincial level. FRPO took the lead to bring together the leading associations representing the Ontario housing industry to make a joint submission to the government.

The joint submission calls on the Ontario government to:

1. Remove barriers to the supply of housing (such as restrictive zoning and excessive development charges);
2. Create a long term, broad based, portable housing allowance program;
3. Stop the regressive taxation of tenants (through the property tax);
4. Provide supportive housing and services for those with special needs; and
5. Make strategic investments to fix Ontario's existing social housing stock.

For the complete submission, see FRPO's website at [www.frpo.org](http://www.frpo.org). EOLO supports the housing industry submission.

For more information about the development of the poverty strategy by the government, see

[www.growingstronger.ca](http://www.growingstronger.ca). According to the website, "Ontario needs everyone at his or her best to truly succeed as an economy and society. That means creating opportunity for all, not just some. ...

"[The government] will work to develop poverty indicators and targets, and a focused strategy for reducing child poverty and lifting more families out of poverty. The goal of this committee is to make progress in the fight against poverty over the course of the government's four-year mandate."

The website notes that the Ontario government has broad range of programs and services that have had a direct impact on reducing poverty – from affordable housing initiatives to child care assistance.

Under the heading "Affordable Housing", the statement is: "Working in partnership with the federal and municipal

*(Continued on page 7)*

## Accreditation — FRPO's Certified Rental Building Program

The Federation of Rental-housing Providers of Ontario (FRPO) recently launched its "Certified Rental-Building" program. The program will provide a quality assurance option for rental housing consumers to consider when selecting their apartment home. It will also allow members of the program to distinguish their buildings in Ontario's highly competitive rental marketplaces.

The "Certified Rental-Building" program is the first quality assurance program to be offered to rental housing consumers in North America. It is focused on giving the consumer greater peace of mind with their rental-housing decision when they choose a "Certified Rental-Building".

For buildings to be certified means that the building operator has successfully met the program's rigorous professional Standards of Practice. Exclusive rights to market and advertise the Certified Rental-Building brand are accorded to each building certified inside the program. The four-cornerstones of successful accreditation have been put in place, namely

- a stringent customer-focus,
- meaningful standards of practice,
- a respected external auditor, and
- an effective brand awareness strategy.

The Certified Rental-Building program has been developed to ensure all those components are in place, while at the same time to keep the program affordable to FRPO members.

Ensuring the integrity of the program and its credibility with our customers and other industry stakeholders is paramount to its long term success. That is why the Certified Rental-Building program includes a mandatory educational component that must be completed by the management staff responsible for daily building operations.

Ted Whitehead, FRPO's - Director of Certification, is responsible for the management of the "Certified Rental-Building" program. He would be pleased to answer any questions you may have or to send you the brochure or the Member Building Sign-up Kit. You can contact Ted at 416-385-1100 ext #27 or by email at [twhitehead@frpo.org](mailto:twhitehead@frpo.org).

The launch of the Certified Rental-Building program brings with it a new era in establishing a recognizable quality-assurance benchmark for the rental-housing consumer – the Certified Rental-Building. The program also comes at a critical time when some politicians are suggesting new inspection and licensing regimes for Ontario's cities. The "Certified Rental-Building" program is an important step if we wish to implement self-regulation in our industry, while avoiding yet more government regulation.

## ROOF Housing Allowance Program Extended

Last year EOLO promoted the new Rental Opportunity for Ontario Families (ROOF) program, which will provide various low income working families with a housing allowance of \$100 per month to help them pay their rent. We pointed out that the deadline for households to apply was November 15, 2007. That deadline has been extended to June 30, 2008. To obtain an application, applicants should telephone the ROOF call centre at 1-888-544-5101. It is important for eligible households to apply now, as the ROOF program is currently structured as a one-time intake program. That means that anyone who doesn't apply by June 30 will be left out of this housing allowance program. If a tenant household receives the National Child Benefit Supplement and is not on social assistance, the household probably qualifies for a ROOF subsidy. A household will likely be eligible if they meet all the following criteria:

Are a resident of Ontario

- Have one or more dependent children
- Have filed a 2006 income tax return
- Had an adjusted 2006 net income of between \$5,000 and \$20,000 (excluding the Child Benefit)
- Are paying more than 30% of adjusted net income towards rent
- Are not currently receiving any rental assistance or social assistance;
- Have less than \$10,000 in liquid assets; and
- Do not own a home suitable for year round occupation.

Flyers can be downloaded from [www.mah.gov.on.ca/Page4842.aspx](http://www.mah.gov.on.ca/Page4842.aspx) .

You may want to post the flyer in your building to ensure tenants find out about the program. For any tenants having trouble paying their rent, the program could be a big help, and it could help you collect your full rent on time.

## Landlords' Responsibilities under the Ontario Fire Code

Landlords have numerous responsibilities under the Ontario Fire Code. Failure to ensure your buildings meet the standards may result in charges in Provincial Offences Court.

In most cases a smoke alarm is required between each sleeping area and the rest of the unit, to be installed in the hallway.

A relatively new requirement is for a smoke alarm on each storey that does not contain a sleeping area.

Smoke alarms must be maintained in operating condition by the owner. For rental units, any landlord is deemed to be the owner (including a property manager).

"Maintaining" the smoke alarm means regular inspections to ensure the alarm is working properly and to replace the battery. Generally inspections must be performed at least once per year. For your protection keep a written record of each inspection, ideally with the tenant's sign-off.

On rental or a change of the smoke alarm, you must provide a copy of the smoke alarm manufacturer's maintenance instructions (or approved alternative) to the occupant in each dwelling unit. You should obtain a receipt from the tenant. There are additional requirements for interconnected smoke alarms.

The Fire Department is performing pro-active and unannounced inspections. If a smoke alarm is found not to be in operating condition, the owner or manager (or both) are likely to be charged under the Provincial Offences Act. Other than proving that the alarm was working

(which is difficult if the inspector says it was not), your only real defence is "due diligence", i.e. that you took all reasonable steps to ensure that the smoke alarm was maintained in operating condition.

Tenant also have obligations. It is an offence for any person to intentionally disable a smoke alarm. To ensure the safety of all tenants, landlords should take action against tenants who disable their smoke alarms. Various notices of termination are available, namely N5 for substantial interference, N6 for impaired safety, N7 for illegal act.

### New fire retrofit requirements

Additional requirements include fire-rated separations between rental units and common areas (such as fire-rated drywall and doors). Especially for older buildings, landlords need to check to ensure compliance. When you purchase a building, or if you do not know whether or not your building has been evaluated or is up-to-date, you should obtain the services of a professional to determine whether it meets with the current requirements under the Fire Code.

Owners or buyers of buildings with exterior fire escapes may face a very expensive surprise, because a re-interpretation of the Fire Code is placing onerous new obligations on owners to ensure that a fire in rooms with windows anywhere near the fire escape would not impede exit on the fire escape. Retrofit costs may be as high as \$10,000 per unit or more.

## Window Falls and Safety Warnings

Now that warm weather is here, windows are opened wide and balconies are in use. Windows and balconies are a safety hazard to children and pets due to the risk of falls. Every year a baby or child is killed or seriously injured by falling out of a window or from the balcony of an Ottawa apartment.

As landlords, we can help avoid these tragedies by reminding our tenants of the window safety issue. On the EOLO website you will find a draft window safety notice. We suggest that you adapt the notice to your building, distribute it under your tenants doors and post it in the lobby of your building.

**Remember the 2008 Guideline  
rent increase is 1.4%**

**The guideline is the amount by  
which landlords of rent controlled  
units can raise their rents for  
continuing tenants without an  
application.**

## EOLO Solves Sandy Hill garbage problem

In April of each year students move out of their rental units near the University of Ottawa. Many of them put out their major garbage (e.g. old couches, etc.) on the day they move out, regardless of when garbage day falls. In April of 2006 and 2007, there were CBC TV and radio stories about students in Sandy Hill putting out their move-out garbage several days before pick up, and about contractors putting out construction debris at the wrong times, with the result that Sandy Hill allegedly looked like a third world country for weeks.

Several City Councillors who want to license landlords point to these problems, as well as other similar problems, as justification for licensing.

Even though EOLO is sure that its members are not the landlords responsible for the garbage problems, EOLO decided to work with the City in order to resolve that problem, or at least to reduce the image problem. EOLO Chair John Dickie met the City by-law enforcement staff and solid waste department staff.

If they did not catch the students red-handed, the City

staff intended to fine landlords for their tenants' garbage practices. While this would deter individuals, general deterrence would require publicity for the fines, which is the opposite of what EOLO and landlords want. Instead, in order to prevent the problem from occurring, and with the assent of City staff, EOLO created a flyer to inform tenants and landlords of what they should do, and what the City could do if the garbage rules are not followed. EOLO incorporated the City staff comments and revisions and then printed the flyer with EOLO's logo and the City's logo. EOLO then distributed the flyers to the low-rise rental properties in Sandy Hill near the University of Ottawa.

No negative media occurred in 2008, and EOLO built a good relationship with the City by-law officers and the Solid Waste Department. In addition, the licensing moves that are still going forward in other Cities across Ontario are mostly focused on student rentals. Solving the problems generated by students may help avoid licensing in Ottawa.

## Ontario's Poverty Reduction Strategy

*(Continued from page 4)*

governments over the past five years, Ontario now provides 35,000 new housing allowances and funds more than 18,000 new units of affordable housing. The 2008 Budget included an additional \$100 million to rehabilitate about 4,000 existing social housing units, including energy efficiency improvements.

"The government will also be developing a long-term strategy for affordable housing that is closely aligned with the poverty reduction plan. The plan will include a mix of non-profit, co-operative housing, and creative financial options."

At the Ministry of Housing website, [www.mah.gov.on.ca/Page126.aspx](http://www.mah.gov.on.ca/Page126.aspx), the government puts the focus on new construction of social housing, saying:

"The Ontario government has made affordable housing a priority. Through the Canada-Ontario Affordable Housing Program, new homes are being created for low-income families, senior citizens, persons living with mental illness, and victims of domestic violence.

"Together with our municipal partners and federal partner,

Canada Mortgage and Housing Corporation, we have made the following progress as of April 25, 2008, for 704 affordable housing projects representing 11,191 units."

Through action coordinated with others in the housing industry, EOLO would like to increase the emphasis placed on portable housing allowances (i.e. cash allowances paid directly to tenants), since they have following benefits:

- allowing tenants choice in housing
- providing speedy benefits for those who need them
- avoiding any requirement that recipients move
- spreading the subsidies to help more households with the available funding
- achieving income mixing without subsidizing those who don't need help
- avoiding the need to build properties (or to buy and renovate them), and to repair them

*(Continued on page 9)*

## CFAA Report on Federal Tax Reform

For the Canadian Federation of Apartment Associations (CFAA), the top priority in 2007 and early 2008 was to obtain a tax deferral on the sale of a rental property and re-investment in another rental property. The government did not provide for tax deferral for rental reinvestment in the 2008 budget.

However, CFAA understands that the Finance Minister still intends to take more action on capital gains and is actively considering the CFAA tax deferral proposal for implementation when the fiscal situation permits. The federal Minister responsible for housing has also indicated his support for CFAA's efforts to obtain improved tax treatment for rental housing.

So far, the media spin does not seem to be that the Conservatives have addressed their capital gains promise. Even the securities industry was quite dismissive of the Tax Free Saving Accounts, which may have been an attempt to project action on the capital gains front at a minimal up-front cost. CFAA hopes that the Conservatives consider that they still have a promise to keep on capital gains deferral.

CFAA has been working with allies – the Canadian Real Estate Association (CREA) and the Real Property Association of Canada (REALpac) – to obtain the tax deferral. We have received numerous indications of support from both the Conservatives and the Liberals. While not as supportive, the NDP and the Bloc seem not to be opposed. CFAA has also obtained numerous endorsements of the tax deferral proposal, from diverse groups including the Federation of Canadian Municipalities, the Ontario Non-profit Housing Association and the Canadian Chamber of Commerce. The Canadian Home-Builders Association has long supported fairer tax treatment for rental housing.

Permitting rental property owners to defer capital gains tax and the recapture of capital cost allowances when they reinvest in real estate would benefit Canada's economy, Canada's cities, residential tenants, business renters and middle-income families, and move the tax system toward greater equity and fairness.

### Housing Policy Update

For the time being, CFAA has decided to focus its efforts on housing policy rather than rental tax policy, due to the current review of the federal-provincial affordable housing agreements, which are due to expire in March 2009 and will be renewed or revised in 2008. For more information, please see the front page article in the May edition of CFAA's quarterly newsletter, *National Outlook*, available at [www.cfaa-fcapi.org](http://www.cfaa-fcapi.org).

## 2008 CFAA Conference Invitation

CFAA has scheduled its 2008 Annual Conference at the Hilton Saint John, in Saint John, New Brunswick, from June 11 to 14. For most people, the Conference starts with the Welcome Dinner in the evening of Wednesday, June 11; continues with the Association Conference on Thursday, June 12; and ends with the Policy Conference on Friday, June 13. Official association representatives will also attend the CFAA AGM and face-to-face Board meeting on Saturday, June 14.

On Thursday and Friday, in conjunction with the CFAA Conference, the New Brunswick Apartment Owners Association (NBAOA) will be holding its Trade Show, which will include more than 20 presentations of great relevance to landlords' operations and investments. CFAA's policy conference topics will be the unfair property taxes on residential rental units across Canada, and the benefits and costs of portable housing allowances.

Members of EOLO can attend the CFAA Conference and NBAOA Trade Show free of charge. (Due to the sale of sponsorships to support the Conference, some restrictions apply to supplier members.) Please register now to attend the 2008 CFAA Conference.

For more information, a registration form or to learn about sponsorship opportunities, please contact CFAA at [events@cfaa-fcapi.org](mailto:events@cfaa-fcapi.org) or [president@cfaa-fcapi.org](mailto:president@cfaa-fcapi.org), or at (613) 235-0101, or visit CFAA's website, [www.cfaa-fcapi.org](http://www.cfaa-fcapi.org).

*EOLO is one of 17 members of the Canadian Federation of Apartment Associations, the sole national organization representing the interests of Canada's \$37 billion rental housing industry, which houses almost four million Canadian households.*

## Neighbours, Friends and Families – A resource for landlords with tenants facing domestic violence issues

The Ontario Domestic Violence Death Review Committee reports that in every case of domestic homicide they studied, there were people who knew that something was seriously wrong. Those people were neighbours, co-workers or friends of the woman, man or children involved. The question is: what stopped them from getting involved before a woman or child was murdered?

The Neighbours, Friends and Families campaign is helping to answer this question through raised awareness, community presentations and a media campaign aimed at changing the way people living in Ottawa think about and respond to domestic abuse.

Domestic abuse and violence comes in many forms. An important first step is to recognize the signs of domestic abuse. Some signs of an abuser are:

- Controlling behaviour (watching everything the partner does)
- Isolating the partner from friends and family
- Verbal abuse (yelling or swearing at the partner)

Other signs that can indicate a family at risk of abuse include a partner:

- putting down the other partner
- acting superior to the partner

Some signs of an abuse victim:

- being nervous talking when the abuser is present
- making excuses to avoid meeting others
- seeming sad, lonely, withdrawn and afraid.

Some of the most common reasons people give for not

acting in cases of domestic abuse are:

- It's none of my business.
- If she wanted help, she would ask for it.
- I'm afraid I could make things worse, and put her and her children in more danger.

The NFF campaign helps people to challenge these beliefs by offering these counterpoints to consider:

- Violence is everyone's business. Woman abuse is a crime.
- Often women who are abused are too afraid and too ashamed to seek help on their own.
- If you do nothing, the violence will get worse. Violence never gets better on its own.

So what is the NFF campaign asking the citizens of Ottawa to do? Are people expected to become social workers or counsellors? No, not at all. The NFF Campaign is asking that everyone recognize their ability to become a link to services and professionals who support women and children experiencing violence.

No matter what their occupation, everyone in Ottawa is also a neighbour, friend or family member, and can play a role in ending violence against women. We ask that you become aware of the warning signs of domestic abuse, and learn how to refer your neighbour, friend or family member to the available services. It is easy to do, and it can save a life.

For more information or to obtain the NFF material please telephone Neighbours, Friends, and Families at 613-741-6025 ext 141.

## Ontario's Poverty Reduction Strategy

*(Continued from page 7)*

- avoiding the cost of new construction or renovations
- avoiding NIMBY problems
- avoiding ghettoization and stigma
- enabling recipients to move to take employment

You can make your views known to the government

committee developing the poverty reduction strategy by sending a fax to (416) 314-0367, or an e-mail to [growingstronger@ontario.ca](mailto:growingstronger@ontario.ca), or by writing:

Growing Stronger Together  
Whitney Block, Room 4620  
99 Wellesley Street West  
Toronto, ON M7A 1A1.

## EOLO Associate Members

<b>Advertising</b>	Ottawa Citizen Viewit.ca	<b>Energy &amp; Related Services (cont'd)</b>	Novitherm Canada Inc. Stratacon Inc. Triacta Power Technologies Inc.
<b>Alarms/Security/Fire</b>	Jarrett ESP Services Ltd. Star Life Fire and Safety Ltd. Vipond Ltd.	<b>Engineering</b>	Concentric Engineering Cleland Jardine Mann Engineering Ltd.  Pinchin Environmental Ltd.
<b>Appliances/Laundry</b>	Appliance Canada Coinamatic Canada Inc. Debsel Inc. Keyesbury Group Harco Leasing Inc. The Phelps Group	<b>Financial</b>	Great-West Life - Mortgages TD Canada Trust
<b>Bathtub Resurfacing</b>	Surface Medic Ottawa	<b>Flooring</b>	Connolly & Son Flooring Ltd. Giant Carpet & Flooring
<b>Cabinets/Countertops</b>	Uniform Custom Countertops.	<b>Legal Services</b>	Dickie & Lyman Lawyers LLP
<b>Communications</b>	Rogers Cable Communications Bell Express Vu	<b>Mechanical Contractors</b>	Optimum Mechanical Solutions
<b>Construction &amp; Restoration</b>	Bassi Construction and Masonry Blackie-Pyper Construction BYNG Group Vincent Spirito & Sons Ltd.	<b>Paving</b>	Carlsbad Paving
<b>Construction/Supplies</b>	A. Potvin Construction Limited HD Supply Pyramid Manufacturing Ltd. RONA	<b>Plumbing/Hardware</b>	Giant Plumbing & Hardware
<b>Elevators</b>	Schindler Elevator Corporation	<b>Property Maintenance</b>	Jara Farms Nutri-lawn Rystenbil Custom Services Van's Pressure Cleaning
<b>Energy &amp; Related Services</b>	Direct Energy Business Services Enbridge Gas Distribution	<b>Property Management Software</b>	Yardi Systems
		<b>Real Estate Services</b>	Altus Group Limited
		<b>Roofing</b>	Commercial Roofing Inc.
		<b>Signage &amp; Pavement Markings</b>	All Signs
		<b>Windows/Doors</b>	Comfort King Ltd. Scheel Windows Limited

## EOLO

Eastern Ontario Landlord Organization  
1600 Carling Ave., Suite 640  
Ottawa, Ontario K1Z 1G3

Phone: 613-235-9792  
Fax: 613-238-0101  
E-mail: eolo@magma.ca

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

*Please contact David Lyman at (613) 235-9792 to discuss advertising opportunities.*