

NEWSLETTER

March 2011

www.EOLO.ca

City Election Results

On October 25, 2010, Ottawa City Council saw enormous change with the election of Jim Watson as Mayor and 10 new Councillors out of the 23 council seats.

With the changes, Council appears to have shifted somewhat toward the right on the political spectrum, and to be more receptive to the positions that EOLO advocates to help landlords and tenants, and the city at large. EOLO's leaders have met personally with the Mayor and most of the new councillors to brief them on issues of interest to landlords, namely housing policy and the unfair multi-residential property tax that charges tenants a higher tax rate than homeowners.

EOLO congratulates Mayor Watson, the 10 new Councillors described below, and the 13 returning Councillors on their election victories.

Mayor Jim Watson

In 1997 Jim Watson was elected as the youngest Mayor in Ottawa's history. He left office following the amalgamation of Ottawa and surrounding communities, and was appointed the President and Chief Executive Officer of the Canadian Tourism Commission. Mr. Watson returned to political office in 2003, when he was elected

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as the Member of Provincial Parliament for Ottawa West-Nepean. He was immediately appointed to cabinet as Minister of Consumer and Business services, and later served as the Minister of Health Promotion. Mr. Watson was re-elected as MPP in 2007, and promoted to Minister of Municipal Affairs and Housing, where he had a good working relationship with the provincial landlord organization, FRPO, and with EOLO. Mr. Watson lists as a significant

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Critical Choices for New City Housing Spending

The draft City operating budget put forward by Mayor Watson includes \$10 million of new money for housing and homelessness. How should the City apply the money?

To answer that question this article will look at the possible goals, the nature of homelessness, the available tools, and what each spending approach would achieve.

Possible goals

There are at least five goals that might be sought with the new City funding:

- moving people out of shelters into permanent housing
- reducing the number of people who become homeless
- reducing the number of households on the social housing waiting list
- reducing the number of households in severe housing need
- reducing the number of households in housing need who are getting no help.

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Spring 2011 Networking Event

EOLO's 12th semi-annual Networking event for our landlord and associate members will be held at the Centurion Conference and Event Centre in Ottawa on Wednesday, March 9, 2011 between 5:00 to 7:00 pm with an industry update and educational sessions prior to the Networking Event.

Fall 2010 Networking Event

Our previous Fall Networking event, held on Thursday, October 7, 2010, 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 Erin Wallace at (613) 235-9792 or by email at eolo@magma.ca.

Spring 2010 Networking Event Sponsors:

Bar: Giant Carpet & Flooring

Hors d'oeuvre: Schindler Elevator

Our Gold Sponsors:

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- Norstar Windows & Doors Ltd.
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EOLO Thanks our Spring 2011 Networking Event Sponsors:

Our Gold Sponsors:



Our Additional Sponsors:



City Election Results (cont'd)

(Continued from page 1)

accomplishment during his years as Minister of Municipal Affairs and Housing, his creation of a permanent Rent Bank, so that tenants can have a resource to help them pay rent arrears to save their tenancies. In 2007, Minister Watson signed the largest affordable housing program in Ontario history, which included \$302 million for social and supportive housing and \$80 million for rent supplements and housing allowances (also known as "housing benefits"). Landlords were sad to see him leave the Municipal Affairs and Housing post but excited about his candidacy to become Mayor of the City of Ottawa.

In the recent campaign, Mayor Watson announced as his housing policy to use part of the savings from Provincial uploading to increase annual spending by the City of Ottawa by \$14 million per year to address homelessness. His plan

is to dedicate \$5M to expand supplements to rents, \$4M to boost efforts to fix and add to low-income housing available in Ottawa, and \$5M to create an Opportunities Fund to be invested based on discussions with the housing sector, for a variety of needs from new construction and renovations to supportive housing. With the recent draft City budget, these election promises are well on the way to being kept.

Mark Taylor - Bay Ward

Mr. Taylor, a former executive assistant to Jim Watson when Mayor Watson was a Provincial MPP, defeated Alex Cullen to win the Bay Ward council seat in a highly competitive race. Councillor Taylor was appointed as the Chair of the Community and Protective Services Committee. We are optimistic that Councillor Taylor will use his influence to champion cost-effective housing solutions,

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2011 Food Drive Coming Up April 5

Landlords across Ontario will be leading the 2011 Spring Hope Tenant Landlord Food Drive which will collect non-perishable food and other donations on April 5.

In Ottawa the 2010 Food Drive was a great success, collecting 130,000 pounds of food for the Ottawa Food Bank. More than 20 for-profit rental housing providers participated in the drive that collected non-perishable food

items from more than 170 Ottawa apartment buildings last April.

"Landlords want to support the Ottawa Food Bank as they fulfill their mission of fighting community hunger. Providing the information and collection network for this special food drive is one way that landlords in Ottawa give back in the community," said EOLO Chair John Dickie.

2011 will be EOLO's fifth year of leading the Ottawa food drive. For the Ottawa Food Bank, this campaign comes at a time when people aren't thinking about donating, but when food donations are badly needed.

EOLO and the Ottawa Food Bank would like to thank the many companies property managers and site staff who participate in the food drive. This tenant-landlord food drive goes a long way for those who are in need in the Ottawa area!

EOLO and the Ottawa Food Bank look forward to a successful food drive in 2011. If you have not already registered your buildings and wish to participate please contact Maggie Rose at Maggie@theottawafoodbank.ca.



Spring Hope Food Drive volunteers in front of the 130,000 pounds of food collected during the 2010 campaign.

City Election Results (cont'd)

(Continued from page 3)

including a housing benefit, and will work to lower multi-residential taxes so that tenants stop paying more than their fair share.

Keith Egli - Knoxdale-Merivale Ward

Mr. Egli, a lawyer whose practice had focused on employment/labour law, education law and commercial litigation had been a partner at the local law firm Radnoff Pearl, and more recently at Langevin Morris Smith. Mr. Egli sits on the influential Finance and Economic Development Committee. A long time resident of Craig Henry, Mr. Egli takes over the council seat that had been held for decades by Gord Hunter.

Tim Tierney - Beacon Hill-Cyrville Ward

In winning his Council seat, Mr. Tierney pulled off one of the largest upsets by defeating Michel Bellemare. EOLO has worked with Mr. Tierney in his previous work in information systems, and looks forward to working with him as he navigates through city issues including in his role as one of the Councillors sitting as a member of Ottawa Community Housing (OCH)

Matthieu Fleury - Rideau-Vanier Ward

Mr. Fleury also pulled off an impressive upset in defeating Georges Bedard for his council seat. For the past 10 years, Mr. Fleury worked for the City of Ottawa in Recreation and Culture serving the public as a lifeguard supervisor, advanced swimming instructor, and as well as camp and aquatic program coordinator.

Peter Clark - Rideau-Rockliffe Ward

Peter Clark returns to municipal public service after a decade of serving as Executive Director of the Standards Council of Canada, Mr. Clark replaces Jacques Legendre as councillor for Rideau-Rockliffe. Mr. Clark had been the Chair of the Regional Municipality of Ottawa-Carleton for the two terms prior to amalgamation. In that role, Mr. Clark was very successful in improving the municipal balance sheet. Reserve funds were doubled from \$225M to \$500M, and debt was reduced by \$100M.

Katherine Hobbs - Kitchissippi Ward

Ms. Hobbs takes over this Westboro based council seat from Christine Leadman. Prior to her entry into city politics, Ms. Hobbs had held senior roles in telecommunication companies and has been an active volunteer in a variety of community organizations including the Canadian Hunger Foundation and Capital Crime Writers,

a local non-profit writing organization that fosters new writing talent.

David Chernushenko - Capital Ward

Mr. Chernushenko, the former Deputy Leader and federal candidate of the Green Party of Canada, takes over the seat that had been held by Clive Doucet. Mr. Chernushenko is a "green building" professional accredited by the LEED (Leadership in Energy and Environmental Design) certification program. EOLO looks forward to working with Mr. Chernushenko especially in environmental matters for which many of our members have been at the cutting edge of conservation and sustainability.

Stephen Blais - Cumberland Ward

Mr. Blais defeated Rob Jellett for this council seat which serves both a suburban and rural constituency. Prior to his election as City Councillor, Mr. Blais had served as Cumberland's School Trustee on the Ottawa Catholic School Board from 2006 to 2010. Mr. Blais notes his approach of fiscal conservatism balanced with a community conscience enabled him to deliver many local and board-wide accomplishments.

Scott Moffatt - Rideau-Goulbourn

Mr. Moffatt defeated Glenn Brooks, the long-standing City Councillor and former Reeve of the area, when it was a separate township. Since an immediate family member has long owned and operated several residential rental properties, Mr. Moffatt grew up knowing what it is to be a landlord. Before turning to City politics, Mr. Moffatt managed several golf clubs, including Anderson Links and Golftown.

Allan Hubley - Kanata South

Mr. Hubley won a hard fought election to succeed Peggy Feltmate. Mr. Hubley has a strong interest in housing policy. He dislikes the impact which public housing can have on the surrounding community, and sees a much greater role for the private sector than has been Ottawa's public policy until now. Mr. Hubley believes that housing benefits are the best way to support low-income renters while minimizing negative impacts on the community at large.

Conclusion

EOLO would be pleased to hear from our members if you have contacts or connections with the City Councillors. EOLO had positive dealings with the previous Council, and we look forward to an even better relationship with the 2011-2014 Council.

Critical Choices for New City Housing Spending (cont'd)

(Continued from page 1)

Let's assume that the main goal is to address homelessness.

The nature of homelessness and housing need

Most (but not all) homeless people stay overnight in shelters. The Research Alliance for Canadian Homelessness, Housing and Health recently identified three groups of shelter users, for both families and individuals, from records that cover four years.

In Ottawa, temporary shelter users made up 88% of shelter users, but took up only 48% of the shelter bed-nights. Temporary shelter users are homeless because of some emergency, whether a building fire or flood, a financial crisis or a family breakdown. They were homeless once in four years, and may never be homeless again. (For families, the figures were 78% of shelter users using 53% of the bed-nights.)

Episodic shelter users make up 10% of shelter users and take up 25% of the bed-nights. They became shelter users several times over the four years. They have trouble staying housed, although they do stay housed for significant periods between their shelter use. (For families, the figures were 7% of shelter users using 8% of the bed-nights.)

Long stay shelter users make up a mere 2% of all individual shelter users, but use 27% of the bed-nights. Long stay homeless people usually have addictions or mental health problems. (For families, the figures were 15% of shelter users using 39% of the bed-nights.)

Apart from the homeless, people in housing need in Ottawa usually face an affordability problem: they simply need more money to access or afford housing, whether that money is given to them or to their housing provider.

What tools are available and what can they achieve?

Support services

The City has a stock of over 20,000 social housing units, but far fewer units of supportive housing. Building or acquiring new supportive housing is expensive. A key alternative is to provide support services within existing housing.

Spending some money on social service supports or treatment would address that need. The supports can either be congregated to create supportive housing (and be attached to the housing unit), or be attached to the person.

For long term shelter users with addiction or serious mental health problems, the congregated approach may be the best, as is used at "The Oaks" or Ottawa Salus.

A non-congregated approach to supports is being followed in Ottawa Community Housing (OCH) and Centretown Citizens of Ottawa Corporation, based on funding already in the City budget. For the limited number of people benefiting from them now, those supports have helped to slow down the revolving door that operated between OCH and the homeless shelters.

For people with less severe problems and thus less demanding support needs, attaching the supports to the person may work well, since people are happier with their housing when they can choose it themselves rather than being forced to choose between two units (as is the practice under the social housing waiting list).

Housing Benefits

To afford housing, shelter users may need additional income support besides what they receive now. Across the Province the shelter allowance under Ontario Works is \$325, but in Ottawa a room in a rooming house costs \$400 to \$450 per month. A housing benefit of \$75 per month would go a long way to making that room affordable.

Housing benefits are usually paid to the recipient, who then pays the landlord, the same way the shelter allowance is paid. If there is a payment problem, the solution is to have the shelter allowance and the housing benefit paid direct to the landlord. Housing benefits and more use of pay direct would slow down or stop the revolving door between shelters and rooming houses.

Housing benefits are a good solution for people who can manage their money, but have low incomes. Housing benefits are attached to the person, and help them pay their rent and buy the other necessities. Recent U.S. studies have found that receiving housing benefits makes households four times less likely to become homeless.

Housing benefits also work very well to reduce the severity of housing need, and to reduce the number of people in housing need who receive no assistance. Since they take advantage of the existing economical housing that low-income people usually occupy, housing benefits are less costly than rent supplements.

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Critical Choices for New City Housing Spending (cont'd)

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Rent Supplements

Provincial Rent Supplements currently apply to about 1,300 rental units in Ottawa, mostly rented by for-profit landlords. The defining characteristic of a Rent Supplement is that the City Housing Branch makes an agreement with a landlord to place certain units in the program. Many landlords find the terms of the rent supplement agreements onerous. The rent-gear-to-income is often recalculated, and landlords are forced to try to collect rent arrears from the low-income tenant months after the income that justifies the arrears was received.

The Provincial Rent Supplement program also prohibits the use of rooms in rooming houses (which are the most affordable housing). The Rent Supplement is tied to the unit, which means it can easily take years for the tenant to move unless they give up the Supplement. If some of the new City money is directed into rent supplements, it would be important to make them open to rooms.

In contrast, housing benefits avoid the expense and trouble of finding landlords who will put units into a program. Housing benefits also leave tenants with flexibility and choice. Because tenants can hunt out the bargains that will suit their needs, housing benefits are cheaper than rent supplements. Recent figures from other provinces across

Canada show an average monthly cost for housing benefits of \$88 per month as against \$240 per month for Rent Supplements.

Rent Supplements work if a tenant cannot rent a room or apartment themselves. Rent Supplements also tie the tenant to the unit, which may be appropriate if the tenant needs heavy supports, and the goal is to tie the tenant to the supports.

Rent Bank

Another tool is the Rent Bank approach. The Provincial Rent Bank will pay off up to two months' rent arrears caused by a financial crisis once in 24 months. For the working poor, the Rent Bank matches the emergency payment that can be made for social assistance recipients. The Rent Bank periodically runs out of money, and some top up to it would be helpful for avoiding evictions.

Conclusion

The different advantages of the tools, and the different needs of the target populations, suggest that the optimal approach is a blend of spending on social service supports, housing benefits, rent supplements (open to rooms) and the Rent Bank approach. Applied with care, the new money can make an enormous difference to the lives of a great many people in Ottawa who are homeless or at risk of becoming homeless.

CMHA seeking units for Landlord-Friendly Rent Supplement Program

The Canadian Mental Health Association operates a rent supplement program in Ottawa for more than 250 tenants. CMHA is also the landlord to 32 tenants in units CMHA owns in condominium buildings. In both cases CMHA provides support services to keep the tenants in a healthy state, and in compliance with all their obligations as tenants.

CMHA has recently received funding for another 100 rent supplements and support services; and so, it is looking for landlords to provide rental units for the program.

This is an opportunity for landlords to contribute to the community with minimal risks. CMHA's support services are available seven days a week from 8:30 am to 8:00 pm, and are highly effective. CMHA does not recalculate rents the way the City of Ottawa does. CMHA's agreement is much more landlord friendly than the City of Ottawa's agreement.

At EOLO we have never heard any complaints about the CMHA rent supplements or supports, whereas the same cannot be said about the City of Ottawa's Rent Supplement administration.

If you want further information, please contact Michael McGee of CMHA at 613-737-7791 ext 207.



**CANADIAN MENTAL
HEALTH ASSOCIATION**

**ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE**

Fixing Ontario's Rent Dispute system

Ontario's rental dispute resolution process is broken, and needs to be fixed.

Ottawa landlords know it is a time-consuming and aggravating process to take a tenant to the Landlord and Tenant Board (LTB). The philosophy seems to be that landlords are obligated to provide free housing to tenants if they decide not to pay the rent. Other businesses are not treated this way. Grocery stores are not obligated to provide free food to customers who no longer wish to pay. Clothing stores do not have to continue to provide free clothes when customers will not pay. But when it comes to residential landlords, Ontario requires that the landlord continue to provide housing for three months or more when a tenant won't pay. For a typical apartment, a landlord can easily incur \$5,000 in lost rent and legal fees.

Besides being better for landlords and the 98% of tenant who pay their rent, a faster process would be better for many of the tenants who do not pay their rent. Often part of the problem is that the tenant is renting a unit they cannot afford. Since the process takes so long, the tenant builds up a large amount of rent arrears, such that they cannot clear it to restore their credit rating. In other provinces the tenant is required to move sooner, and thus relocates to a more affordable rental unit when they can still restore their credit. In a survey of Ontario tenants who had been evicted, a large proportion reported being better off after they have relocated than they were before.

The Federation of Rental-housing Providers of Ontario (FRPO) has launched a campaign to get the government to fix the process. Here are FRPO's recommendations to make the process more timely and effective.

1. Amend the Residential Tenancies Act (RTA) to allow a landlord to give the tenant a notice of termination effective on the 5th day after the notice, rather than the 14th day.
 2. Provide the LTB with the resources necessary to reduce the average hearing wait time from one month to one week, and that the necessary accountability and performance structure be put in place to ensure the project is successful.
 3. Amend the RTA to require that a tenant take positive action to dispute an application before a hearing is scheduled, to save LTB resources.
 4. Amend the RTA to return to the previous practice of requiring tenants to file applications if they want to complain about maintenance issues.
 5. Ensure that adjournments are not a de facto right and enable a landlord can bring a matter back to be heard within 5 days if the tenant fails to comply with the requirements of an interim order for payment.
 6. Stop the practice of adding 11 days after an order is issued before the landlord can bring in the Sheriff.
 7. Amend the RTA to allow damage deposits equal to one month's rent.
- To view the full FRPO material go to frpo.org, under "What's New". To find out what you can do to help in the campaign, please contact John Dickie or David Lyman at 613-235-0101.



SAVE THE DATE

Residential Tenancies Act

2011 Introductory / Refresher course

Kingston – May 3rd, 2011 at the Donald Gordon Conference Centre

8:00am – 1:00pm includes full breakfast

This refresher course will cover the RTA, Landlord Tenant Board and Human Rights Policies.

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

To register, please contact Lynzi Michal at lmichal@frpo.org or 1-877-668-1960 Extension 22.

CMHC Data Supports Portable Housing Allowances

By John Dickie, President, Canadian Federation of Apartment Associations

In its flagship publication, *Canadian Housing Observer*, CMHC recently released more data which supports portable housing allowances as the cost-effective solution to most problems of housing need, when the problem is the shortfall between the rent and what a tenant can afford to pay for the rental unit. Such an income shortfall is the problem 91% of the time.

CMHC considers a household to be in housing need if they need to pay more than 30% of their income to obtain suitable housing. To meet the needs of those in core housing need, many housing advocates promote the development of social housing. They take the position that housing affordability is not just an indicator of poverty; they say the private rental market does not respond adequately to the need for low-rent housing.

This position of housing advocates appears to be based on the assumption that the households in core housing need stay constant over time. Do the same people stay in housing need every year? Chapter 6 of the 2010 Housing Observer shows that people move in and out of "housing need" at a rapid rate.

The CMHC data shows the extent to which low-income households moved into and out of affordability over the six year period from 2002 to 2007. Of market renters, 42% paid more than 30% of income for at least one of the six years, but only 11% paid more than 30% of income for five or six years. 15% of all renters were in housing need for only one year, 10% for only two years and 7.5% for three years (p. 78).

Of the population of Canada as a whole, only 2.7% were in core housing need for five or six years out of the six year study period, yet social housing already makes up 4.8% of the housing stock across Canada.

This data provides a powerful argument that the housing help most low-income Canadians need is not more social housing, but rather portable housing allowances, which can be available quickly, when and where people need the help.

CHMC states that "to a significant extent, different people are in core housing need from year to year, although the annual rate of core housing need may remain little changed." (p.79)

Households may move in and out of core housing need for various reasons - it could be due to a temporary job loss or a decision to pursue higher education. Those people will not be helped by social housing; households are unlikely to obtain a social housing unit in that short time frame. As well, to incur the financial and social costs associated with moving for a temporary period seems unreasonable or even counter-productive. Those people will be best helped by a temporary housing benefit in the form of money that is available when they need it, and that will allow them to continue to live where they choose.

CFAA is seeking to ensure that federal housing funds can continue to flow into housing allowances and other income-based programs (such as rent supplements) rather than being restricted to subsidies for building new housing. Rent supplements are paid to a landlord who agrees to rent certain units to tenants sent by the municipal or provincial housing authority. Portable housing allowances are paid to low-income tenants, who rent their units from any landlord willing to rent to them. Often that means their current landlord. Portable housing allowances can be used to pay the rent where the tenant lives now, or allow the tenant a broad choice of where to relocate. Portable housing allowances are sometimes called housing benefits.

CFAA will continue to advocate for federal housing programs that allow or encourage portable housing allowances and rent supplements, since those policies provide the most effective benefits to low-income tenants, at the least cost to taxpayers.

The *2010 Canadian Housing Observer* is available on the CMHC website at www.cmhc-schl.gc.ca.

EOLO is one of 17 members of the Canadian Federation of Apartment Associations, the sole national organization representing the interests of Canada's \$40 billion rental housing industry, which houses seven million Canadians.

Informing prospective tenants about past hydro consumption—new law

The Provincial government recently introduced a new regulation under the Residential Tenancies Act, O.Reg. 394/10 Suite Meters and Apportionment of Utility Costs, to impose a new obligation on landlords for all rental units where the tenant is responsible to pay for their own electricity; namely to provide any new incoming tenants with information about the past electrical consumption in the unit and about the age and energy efficiency of the refrigerator.

The regulation was triggered to enact rules about transferring responsibility for the payment of electricity charges from landlords onto tenants after a landlord has installed sub-meters in a previously bulk-metered building. However, the regulation places obligations on landlords of all units where the tenant pays for their own electricity use through any type of metering.

As of January 1, 2011, before a landlord enters into a lease with a new tenant where the tenant is responsible to pay for the electricity, the landlord is obliged to give the prospective tenant three pieces of information:

1. the age of the refrigerator (which you can hopefully get from the serial number);
2. any available information about the energy efficiency of the refrigerator; and
3. the most recent information **available to the landlord** concerning electricity consumption in the rental unit for the most recent 12 months.

The Landlord Tenant Board has created a form to give prospective tenants that can be found at http://www.ltb.gov.on.ca/stdprodconsume/groups/csc/@ltb/@forms/documents/resourcelist/stdprod_079822.pdf

It is hard to see how prospective tenants will be better off with information about the previous tenants' electricity consumption. The amount of electricity consumed by one tenant in a rental unit (who may be living in the unit with 4 or 5 people) is not a good indication of what a different tenant may consume in the same unit (with 1 or 2 people). Nor is it a good indication of the amount that an incoming tenant should expect to pay in hydro charges. Nonetheless, it is a Provincial requirement to provide that information, or at least the most recent information available to the landlord. There is no obligation for the landlord to advise incoming tenants how much the previous tenants paid for electricity.

Reaction by Hydro Ottawa and other hydro providers

The legislation assumes that landlords either have or can

easily obtain the previous consumption information. However, that assumption has turned out to be in error.

Landlords who tried to use the form in early January learned that Hydro Ottawa and other hydro companies were not willing or able to provide the necessary information to the landlord. The Provincial government had passed a regulation, O.Reg. 389/10, that requires utility companies to provide landlords with the necessary consumption information so that landlords could comply with their obligations under O.Reg. 394/10. However, the utility companies and the Ontario Energy Board (OEB) are concerned that the information about the tenants' electricity usage is protected by privacy legislation. The utility companies have been reluctant to supply information until they obtain formal direction from the OEB on their disclosure obligations.

Recommended action to date

We have advised EOLO members that they should periodically ask Hydro Ottawa for the consumption information. If (as expected) they do not provide any information, you should give your prospective tenants the LTB form with the refrigerator information. In the section "Amount of Electricity Used in Rental Unit," write in the line beside "Kilowatt hours of electricity used," the phrase "Information not made available to landlord." Then provide that form to the tenant before they sign their lease.

Possible solution through Hydro Ottawa

Hydro Ottawa has clearly expressed their desire to work with Ottawa's landlords to provide them the necessary information about hydro consumption in a cost-effective manner. EOLO is currently in discussions with Hydro Ottawa with the aim of having them proactively send landlords the annual hydro consumption for each unit in larger buildings on a rolling bi-monthly basis at little to no cost to the landlord. It appears that EOLO and Hydro Ottawa will commence a pilot project to this end very shortly. If you are interested in having your building participate in this pilot project, please contact David Lyman at 613-235-0101.

Refrigerator replacement obligations

Members should also be aware that under section 10 of the new RTA Regulation O.Reg.394/10, as of January 1, 2013, where the tenant pays for hydro, the refrigerator in the unit must have been manufactured on or after January 1, 1994. If you have a large number of older refrigerators in your complex, you should budget for those to be replaced within the next 2 years. Unless that upgrade makes sense anyway, you may want to wait until after the October 2011 provincial election in case the requirement is repealed or delayed.

CFAA Canadian Rental Housing Conference – Toronto 2011

Network with and learn from leading rental housing professionals at the CFAA 2011 Canadian Rental Housing Conference to be held from June 15 to 17 in Toronto. The conference is an event not to be missed by rental housing executives, property managers, investors, hands on landlords, maintenance managers and asset managers.

Many of the sessions will consist of a panel with one expert consultant, one industry supplier and one or two experienced landlords. After the consultant and supplier have addressed what is new, the landlord speakers will tell you their experiences with the techniques, and what works.

Facilities Management Conference highlights:

- The Value proposition in building retrofits
- Building envelope retrofits
- Bed bug control
- Workforce issues
- Deferred maintenance - when does it cost you?
- Cost containment through green technologies
- Waste diversion
- Building accessibility & human rights updates

Investment & Tenant Relations Conference highlights:

- Cross Canada reports
- Economic update
- Tenant satisfaction and retention
- Social media
- Risks to industry profitability
- Innovations in today's markets and management
- Attracting good tenants
- Website design & Search Engine Optimization

For more information, see the March issue of *National Outlook*, published by CFAA and distributed by EOLO, or go to www.cfaa-fcapi.org in the Conference section.

To attend this year's conference, please register online at www.cfaa-fcapi.org or contact Erin Wallace with your registration or partnership inquires at events@cfaa-fcapi.org or (613) 235-0101.

Low rise rental weatherization program

Through the City of Ottawa's Envirocentre, Enbridge Gas is providing subsidies to improve the energy efficiency of rental doubles, duplexes or row houses.

The first criterion is that the person who pay the gas bill had a low income. See the table below for the income cut-offs.

Anyone on Ontario Works, Ontario Disability Support Program (ODSP), the Guaranteed Income Supplement (GIS) or the National Child Benefit Supplement would qualify.

A second criterion is that the annual gas bill exceeds about \$1,500. However, it does not matter that the property is owned by a landlord who is renting it for profit.

The tenant who is paying the gas bill would need to apply for the grant and have the work done, with your permission. If your tenant is paying the gas bill, the weatherization work (insulation and air sealing) would reduce their gas bill. The work should also raise the value of your property by reducing the cost to heat it. For more information contact the city of Ottawa Envirocentre at 613-580-2582.

| Household size | Maximum annual income |
|--------------------|-----------------------|
| One person | \$29,931 |
| Two people | \$37,261 |
| Three people | \$45,810 |
| Four people | \$55,617 |
| Five people | \$63,081 |
| Six or more people | Higher figures |

CMHC April survey coming soon

This is a reminder that the CMHC survey team should be contacting you in April to ask for your vacancy and rent information as at April 1, 2011. The information is needed to produce the April Rental Market Report. The April Rental Market report is not as detailed as the October report, but it does provide some indication of the movements of rents and vacancies in Ottawa.

CMHC assures landlords that the vacancy data given for this survey is not used to police its mortgages. Here is a case where the fact that the right hand of government does not know what the left hand is doing is a benefit.

The report on the April rents and vacancies should be released in mid-June. Like other recent reports, it will be available free of charge on the CMHC web-site.



CFAA 2011



CANADIAN RENTAL HOUSING CONFERENCE

JUNE 16 & 17 AT THE WESTIN PRINCE TORONTO

Organized by CFAA with the support of FRPO, GTAA, and MDSA.



www.cfaa-fcapi.org

Thursday, June 16, 2011

Facilities Management Conference

Friday, June 17, 2011

Investment & Tenant Relations Conference

Who should attend?

- Rental Housing Executives
- Rental Housing Investors
- Independent Rental Owners
- Property Managers
- Asset Managers
- Maintenance Managers & Supervisors
- Commercial Realtors

"I thoroughly enjoyed the 2010 conference and look forward to the upcoming conference in Toronto."

Scott Ullrich, Gateway

Conference speakers to date include:

- Peter Altobelli, *Yardi Systems*
- Steve Ballantyne, *Neighbourhood Buzz*
- Ugo Bizzari, *Timbercreek Asset Management*
- Richard Brown, *My Ideal Home / Ecom Media Group*
- Robert Fleet, *First National Financial LP*
- Darren Henry, *Gottarent.com*
- David Horwood, *Effort Trust*
- Bonnie Hoy, *Bonnie Hoy & Associates*
- Kristin Ley, *Cohen Highley*
- James Mann, *Mann Engineering*
- Mark Kenney, *CAP-REIT*
- Ivan Murgic, *Greenrock Property Management*
- Steven Osiel, *PAL Benefits*
- Hans Schreff, *London Hydro*
- Scott Ullrich, *Gateway Property Management*
- Bill Zigomanis, *Boardwalk REIT*

A group room rate of \$149/night is available at the Westin Prince Toronto until May 16, 2011.

* Days may be booked individually. Dinner boat cruise and building bus tour may be added. Packages available. Register online at www.cfaa-fcapi.org.

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*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 Erin Wallace at (613) 235-9792 to discuss advertising opportunities.