



Federation of Rental-housing
Providers of Ontario

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December 11, 2020

Ontario Energy Board
Ms. Christine Long, OEB Registrar
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto ON
M4P 1E4

RE: 2020 Annual Filing Requirements of the Federation of Rental-housing Providers of Ontario

Dear Ms. Long,

On April 22, 2014, the Ontario Energy Board (Board) announced the completion of the first phase of the intervenor framework review. As a result, the Board published an amended version of the Board's Rules of Practice and Procedure and the Practice Direction on Cost Awards April 24, 2014. The following information is provided in response to the filing requirements for parties that frequently apply for intervenor status and cost award eligibility in Section 3.03.1 in the Practice Direction.

Mission and Objectives

OUR MISSION

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

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

OUR OBJECTIVE

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

Membership and Constituency

PROFILE

The Federation of Rental-housing Providers of Ontario (FRPO) is the province's leading advocate for quality rental housing. We represent a wide range of multi-residential housing providers who supply and manage homes for over 350,000 households across Ontario. We are promoting a healthy and competitive rental housing industry by ensuring the impact of legislative and regulatory changes serve the best interests of landlords and tenants.

Our Programs and Activities

Ontario's rental housing industry contributed over \$18.3 billion to the province's GDP in 2012, while Ontario's rental supporting 147,000 full-time jobs and generating \$7 billion in tax revenues to governments¹ • FRPO contributes to the health of the industry through provision of member discount programs, including a natural gas direct purchase program, advocacy, and training and certification. An example of our training and certification programs is the Certified Rental Building (CRB) program. The CRB Program provides an educational learning environment that enhances the overall knowledge and professionalism of staff across the industry. The Certified Rental Building Property Managers Training & Education Program has been designed to build employee commitment to the Program's overall objective - "Providing Value to Customers". The Training course not only covers the requirements necessary to meet the Program's Standards of Practice, but more importantly, addresses how practicing them can translate into improved operations and improved customer servicing. It is only available to employees of Participant's buildings that have been admitted into the program.

In 2013, FRPO added Environmental Operating Standards to the CRB program. FRPOs certification assures residents that their apartment home is in the care of property managers committed to environmental activities that support effective energy consumption management and waste management recycling practices. These Standards contribute to creating greener living environments for residents living in CRB-approved apartment communities across the province.

Authorization of Representation

In its efforts to contribute to the Ontario Energy Board's public interest mandate, FRPO recognizes the importance of experienced representation. FRPO hereby appoints and authorizes DR QUINN & ASSOCIATES

¹KPMG "Highlights from the KPMG Economic Impact Assessment Study - Ontario's Rental Housing Sector, December 2013

LTD. (DRQ) to represent our interests and act on our behalf in Board proceedings. DRQ and its principal, Dwayne Quinn, have served the Board and our members for over 12 years in numerous proceedings.

Intervenor Status and Cost Award Eligibility Information

FRPO is Ontario's leading advocate for quality rental housing, representing 2,200 members who own, manage, finance, supply and service over 350,000 rental suites across the province. Our members strongly believe that the rental-housing sector is best served by a competitive marketplace that offers choice and affordability in the provision of energy services. As a not-for-profit organization, FRPO does not have other funding sources to ensure experienced representation to participate in and assist the Board with these regulatory proceedings. FRPO has previously assisted the Board in the past and has been awarded costs by the Board.

Summary

We trust this information is of assistance to the Board and meets the annual filing requirements as contemplated in the current Practice Directions. Should additional information be required, please contact the undersigned or its representative, Dwayne Quinn and we would be happy to add to this filing.

Sincerely,



Tony Irwin
President and CEO

CC: Dwayne Quinn, DR QUINN & ASSOCIATES LTD.

