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# Annual Filing of Frequent Intervenor

## Intervenor Name:

Federation of Rental-housing Providers of Ontario

## Mandate 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 of the Intervenor and Constituency Represented:

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.

## Programs or Activities Carried Out by the Intervenor:

### Our Programs and Activities

Ontario's rental housing industry contributed over \$18.3 billion to the province's GDP in 2012, while 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 new Standards will contribute to creating greener living environments for over 225,000 Ontario residents living in over 950 CRB-approved apartment communities across the province.

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

## **Focus Areas:**

Natural Gas – Rates, Natural Gas – Leave to Construct, OEB Consultations – Natural Gas, OEB Policy Development

## **Governance Structure:**

FRPO's authorized representative DR QUINN & ASSOCIATES LTD. reports to the President & CEO of FRPO. Through periodic written reports and ad hoc meetings driven by issues that are very important to FRPO's membership, our representative receives instruction from FRPO's President.

## **Representatives:**

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## **Other Contacts:**