

December 2014

# LPMAnews



## London Property Management Association

### President's Message

The Hawkins-Gignac Act, named after OPP Constable Laurie Hawkins (née Gignac), is now in effect. Ontario residences with a fuel-burning appliance, heating system, fireplace or attached garage are required to have a carbon monoxide (CO) alarm. Properties with one to six units must be in compliance with the new law by January 1, while those with seven or more units will have until July 1 to comply. Hawkins and her family died of CO poisoning in 2008.



Under the new law, it is the responsibility of property owners to install and maintain all CO and smoke alarms in operating condition. If you have any questions as the law relates to your rental properties, please contact the London Fire Department.

In the last issue of LPMAnews, we published a story about a new tax being levied through the Downtown Business Association. I'm pleased to report that, upon further investigation by LPMA, this new proposed tax will not be imposed on residential rental units. It will apply only to commercial properties within the new area of the Downtown Business Association.

As 2014 draws to a close, I want to take this opportunity to wish all of you a happy holiday!

*Emma Sims*

### 1st Vice President's Message

Another year's end is drawing near. To celebrate the holiday season, LPMA's annual gathering of friends and associates was held on December 9 at RiverBend Golf Club. The party was well attended and everyone enjoyed a wonderful evening of delicious food and musical entertainment. The evening included speeches, a lifetime achievement award given to Ray McNally for his involvement with LPMA, and a



### Inside This Issue

- Seasons Greetings from LPMA Board of Directors
- Housing Stability Bank Can Offer Assistance
- Sifton Properties Spreads Holiday Cheer Among Tenants
- Profile of LPMA President Emma Sims
- LPMA Members Bring Holiday Cheer to Centre of Hope
- Communicating Holiday Tips to Tenants
- CFAA 2015-16 Employee Compensation Survey
- CFAA 2015 Rental Housing Conference
- New CFAA Lobbying Approach
- LPMA Members Perform Well at FRPO MAC Awards
- Upcoming Events
- Advertise in LPMAnews
- New Members

gift presented to administrator Brenda Davidson on her 10th anniversary with LPMA. The Salvation Army Centre of Hope was presented with a cheque for \$18,700 -- the proceeds from the annual fall golf tournament. Craig McColl of The Tricar Group was the lucky winner of the door prize, a \$500 Visa card.

The New Year will begin with our general meeting on January 13. The speakers will include Scott Andison from FRPO, who will discuss provincial landlord issues, and Laura McKeen from Cohen Highley, who will speak on the Accessibility for Ontarians with Disabilities Act. Please contact Brenda Davidson at [info@lpma.ca](mailto:info@lpma.ca) to register. The early-bird price for those who register by January 2 is \$25. (The price will increase to \$30 on January 2.) There is no charge for the meeting that follows the dinner. For more information, contact Brenda Davidson or visit [www.lpma.ca](http://www.lpma.ca).

*Shirley Criger*

### 2nd Vice President's Message

Brrrrr. . . Winter is here! Are you ready? Winter's chill is setting in and landlords need to be prepared. Listed below are tips that will help to keep you and your tenants safe and warm:



1. Make sure you keep your windows and patio doors tightly closed. Ice-cold temperatures can cause radiators to burst and inflict major water damage on a rental unit.
2. Remove window air conditioners. The draft from around the unit can cause the temperature of a room to decrease dramatically.
3. Ensure all your exterior water taps are winterized to prevent water that is trapped in the faucet and pipe connections from freezing.
4. Request that tenants who are heading south for the winter update their emergency contact information. They also need to make arrangements to have a family member or friend collect their mail.
5. If you have a common room with a water source and a door leading to the outdoors, ensure you have a proper sweep on the bottom of the door. The sweep will keep cold air out, preventing the water source from freezing.
6. Keep furnace vents clear of snow to prevent carbon monoxide from building up indoors and causing a life-threatening problem.

Be safe this winter and hope Mother Nature is kinder to us this year!

*Lisa Smith*

### Seasons Greetings from the LPMA Board of Directors

The board of directors of the London Property Management Association would like to wish you the best for the holiday season and a happy new year.

*Laura Smith*   *Jody McRee*   *Lisa Smith*   *Steve Cline*  
*Jim Lovell*   *Emma Sims*   *Murray Black*   *Bonnie Hoy*  
*Shirley Criger*   *Peter Neil*   *Kim Walker*   *Richard Szawa*  
*Sean McNally*   *Shane Washell*   *Shannon Kiekens*  
*Barry Parker*   *Brenda Trineer*   *Bill Mac Gillioray*  
*Ray McNally*  
*B. J. Santavy*




**CRAIG SMITH**  
Account Executive

Phone: 905-693-8666  
 Cell: 647-463-0838  
 Fax: 905-876-3627  
 Email: craig@phelps.ca

EASTERN REGION:

#6 - 8695 Escarpment Way  
 Milton, ON L9T 0J5  
 Toll Free: 1-866-557-5599  
[www.phelpslaundry.ca](http://www.phelpslaundry.ca)



more Parts  
 more Brands  
 more Products

- dedicated Service
- industry leading website
- wholesale pricing for qualified accounts
- fast dependable delivery
- one source convenience
- friendly experienced staff
- call center with extended hrs.
- largest product selection in the business
- locations across Canada
- over 47 years, serving you



**AMRE SUPPLY**  
Property Performance Centres

London  
 1761 Oxford Street East, London, ON  
 PH: (519) 451-2300 Toll Free: 1.800.661.9891

[www.amresupply.com](http://www.amresupply.com)    

Mobile Website: [www.amresupply.com/mobile](http://www.amresupply.com/mobile)



## The Housing Stability Bank Can Offer Assistance to Tenants in Need

The Housing Stability Bank offers an interest-free loan program to Londoners with low incomes to assist with rental arrears, last month's rent and emergency utility assistance.

**Eligibility:** People can access the Housing Stability Bank every 24 months or sooner if they pay off any previous Housing Stability Bank loan. The Housing Stability Bank may be able to assist if the applicant if he/she:

- Meets the income requirements
- Is employed or is receiving a regular source of income such as OW, ODSP, CPP, or a pension
- Has lived in London for at least six months
- Is moving within the City of London
- Has repaid any previous loans to the Housing Stability Bank
- Attends an eligibility appointment

**Rental Assistance:** If a tenant is behind in rent and has received an eviction notice (N4), or needs to move to a new home in London, he/she may be eligible for the interest-free loan program. Rental assistance includes:

- Up to two months' rent for rental arrears based on current rent
- Up to one month's rent for last month's rent based on current rent
- Up to one month's rent for first month's rent based on current rent for ODSP recipients only
- Applicants are required to set up a direct ongoing payment to their landlord for a minimum of one year

**Emergency Utility Assistance:** If a person's utilities, including gas, water or electricity are going to be disconnected, or if they have already been disconnected, he/she may be eligible for this loan program. Eligibility includes:

- Applicants must be the person named on the bill
- A minimum of \$50 must have been paid to the utility company in the previous four months
- Loans may be available to a maximum of \$500 per utility or \$600 for electrically heated homes
- Applicants are required to set up a direct ongoing payment to the utility company for a minimum of one year

For more information, or to set up an appointment, call The Salvation Army Centre of Hope, Housing Support Services at 519-964-3663.



The Housing Stability Bank offers an interest-free loan program to Londoners with low incomes.

**DOING OUR BEST FOR YOU – DELIVERING OUR BEST TO YOUR TENANTS**

As the industry leader in residential properties, Rogers understands what you're looking for in a communications and entertainment provider. That's why with us, you'll get personalized support through a dedicated Account Executive. They'll ensure your tenants are completely satisfied with our innovative Cable TV, Internet and Home Phone services. And you'll rest assured knowing you've partnered with experts you can really count on.

Call Adam Barnes at 519-660-7561 or Rebecca Baker at 519-772-6727 or visit [rogers.com/cma](http://rogers.com/cma) for more information.



## RENTERSGUIDE

Reach more renters than ever before, anywhere they're looking for a new rental home



To request your free media consultation today, contact

Jamie Weinhardt 519.902.7459  
Media Consultant-Renters Guide [jamie.weinhardt@wall2wallmedia.com](mailto:jamie.weinhardt@wall2wallmedia.com)

## RentersGuide.ca

## Sifton Properties Spreads Holiday Cheer Among Tenants

*The London community also benefits from the company's charitable work*

December is an especially busy time of year for Pam Snyder, but it's also one of her favourites. As recreation manager for Sifton Properties, she's in charge of organizing special events that bring residential tenants together to celebrate the holiday season.

Several are hosted at Sifton's Berkshire Club, a fitness, recreation and banquet facility available for use by residents of any Sifton rental property in London.

This December, Santa returns to the club to bring holiday cheer to children of all ages. "Last year, we did Santa's Sundae and Sweet Shop," says Snyder. "This year, it's Breakfast with Santa." In addition to enjoying a delicious breakfast from the waffle bar, children will be able to visit with Santa, decorate gingerbread men and pack reindeer food.

Every residential tenant is sent an invitation and is invited to register for the annual holiday get-together, Snyder explains. "It's funner than fun and we always reach capacity. Sometimes we wish we had a bigger hall."

Snyder is also organizing Sifton's annual turkey dinner, which brings together residents and members of three London seniors clubs that meet at the Berkshire Club throughout the year. "This year, it sold out in less than a week," Snyder says.

As a way to give back to the community at large, guests are asked to bring winter items for donation. "Last year we did a Mitten Tree," Snyder notes. "This year, we're doing a Clothes Line and are



Santa and Mrs. Claus welcomed families to last year's Santa's Sundae and Sweet Shop with a merry Ho Ho Ho.

Continued next page

## Tenant Problems?

**We  
Can  
Help!**

Providing landlord representation in London and Southwestern Ontario since 1987.

- Document preparation,
- Document service,
- L&T Board Representation,
- Sheriff lock out,
- Small Claims Court

Call us for quick, affordable, effective solutions and professional advice.

**MP MATHERS • PRIOR**  
THE PARALEGAL FIRM

Mathers-Prior Professional Corporation

150 Dufferin Avenue, Suite 402  
London, Ontario N6A 5N6

v. **519-661-1010**

F. 519-661-1015

Imathers@mathers-prior.ca

www.mathers-prior.ca



## Sifton Properties Spreads Holiday Cheer (Continued)



Guests who attended last year's Turkey Luncheon hung 130 pairs of warm mittens on The Mitten Tree. The donations helped spread some seasonal warmth to Londoners in need.

period is just one way of giving back.

"It doesn't matter if it's a big event or a small gesture, it's important to recognize your tenants throughout the year," says Snyder. "It can be as simple as having lemonade at the door on a hot day, or providing hot chocolate or coffee when the weather turns cold. It's really about saying hello to your tenants, and greeting people during high-traffic times when they are going to work or coming home," she adds.

"If you make yourself available to your tenants, you can build on that relationship. And Christmas is the perfect time of year to reach out."

asking people to bring hats, socks, mittens, and scarves."

The items will be incorporated into a larger Sifton project -- gift bags that will be donated to Youth Opportunities Unlimited (YOU), a London charity that provides career and skills training to at-risk teenagers and young adults.

"YOU works with the demographic that is most overlooked, particularly at this time of year," says Snyder, whose goal is to fill 100 bags with useful items including flashlights and travel mugs, as well as the hats, scarves and mittens from the Clothes Line. Each bag will also contain a teddy bear, donated by a resident.

Christmas festivities aren't restricted to the Berkshire Club's banquet room. The centre's community swimming pool will also host a holiday-themed family swim during the month of December, with games, cookies and hot chocolate.

In addition to these larger events, Snyder organizes annual Christmas receptions in two residential buildings. Last year, she brought in high-school students to sing carols and provided complimentary Christmas cookies and apple cider. "It's simple and people love it," she says. "It really helps to build a sense of community in the buildings."

Sifton also provides funding to social groups within its residential buildings, so they can host their own Christmas gatherings.

As a family-run company, Sifton has always had a commitment to the London community, Snyder says. Supporting special events during the holiday



Blake shows off his reindeer nose at last year's Santa's Sundae and Sweet Shop. He called the event "the best day ever."

## Emma Sims

### Finding fulfilment in representing landlords' views at city hall

Many small landlords get into the business for a variety of reasons: it could be for investment purposes, as a sideline to their full-time professions or even as a retirement project. Emma Sims, however, learned about property management from the ground up.

Sims, 35, recalls visiting her parents' rental properties as a young child. "We would go out to their properties and rake leaves, and I would run up and down the hallways and make lots of noise and drive them nuts. And so it's all I've known since I was a little girl and I just kept going with it."

Those experiences had a profound impact on Sims, who has gone on to become a small landlord and a paralegal, as well as current president of the LPMA. Since 2002, she has worked in the area of residential tenancies at Cohen Highley LLP where she has helped to represent a wide range of landlords, from those who own single-family homes to owners of multi-residential properties. Three to four times a week, she attends hearings at the Landlord and Tenant Board to resolve issues that include tenants who aren't paying their rent or who are suing a landlord for not maintaining a rental unit.

She says the job brings with it a diverse set of challenges, which also helps to keep her work interesting.

"Every day is different because when you appear at these hearings, you don't know what a tenant is going to show up and say. Until you get there and meet the tenant, you don't know what their position is going to be."

In a recent case, she and her client were claiming damages to a rental unit and had photos to support their position. To their surprise, the tenant admitted to causing the damage and was willing to pay the \$2,000 costs, unlike the majority of tenants who deny causing the damage and claim the problem existed before they moved into their unit.

Sims says that unpredictability helps to keep her work fresh. "It definitely keeps you on your toes."

Sims, who sits on several committees at city hall, says she enjoys helping to effect political change that aids large and small landlords. In the last year, she was heavily involved in challenging a proposed bylaw that arose from the Lac Megantic train derailment and that was aimed at dealing with a similar potential disaster in London. The bylaw would have passed on extraordinary costs, such as the use of a crane to rescue survivors, to landlords and homeowners alike in the event of an emergency or a fire. Individual fire inspectors would have had total discretion and there would have been no limits to the charges.

In response, the LPMA prepared a submission for city hall. "The city didn't go further with it," Sims notes. "They accepted our position and they sent it back to the fire department for further consideration and nothing has



Emma Sims recalls visiting her parents' rental properties as a young child.

Continued next page

THE  
OTHER GUYS



WYSE



Not all submetering services are the same.  
Which one do you want?

Make the Wyse choice. Contact us today!



1.800.672.1134  
submeter@wysemeter.com  
wysemeter.com

## Emma Sims (Continued)

come of it since. If we hadn't found out about that, it could have been a huge expense to property owners, especially landlords."

Sims says she finds it rewarding to communicate the view of landlords to council members. "I just enjoy the ability to present our side to city councillors."

Sims helped to present landlords' points of view recently when councillors were considering changes to the Animal Control Bylaw. In particular, they were looking at a no-kill option for the city's cat overpopulation problem and raising the limit to eight pets (the limit had been two cats per adult and a maximum of three dogs per household). Sims, who took on the issue as her own project after reading an article in *The London Free Press*, believed it wasn't in the best interests of landlords to have large numbers of cats living in multi-residential buildings.

"Not having somebody in our industry sit on every committee at city hall, they don't have our perspective," she says.

The LPMA prepared submissions for council and asked members to reconsider the pet limit. As a result, the city reduced the number to five pets in buildings that contain more than one dwelling unit. If the LPMA hadn't interceded, Sims believes the eight-pet limit would have been passed.

Sims, whose two-year appointment as LPMA president concludes in May, says it's been fulfilling to help inform small landlords -- though monthly meetings and the Property Management 101 seminars -- who need the information that will help them to run better businesses.

"I've enjoyed the networking aspect of being the president and meeting so many different landlords and people who have come out to our meetings and said a lot of positive things about our organization."

Despite seeing the worst of tenant behaviour, personally and professionally, Sims says there are many benefits to being a small landlord. They include "the end result and the equity you build in your property, the renovations you do to units," she notes.

**JOE HOFFER ▪ KRISTIN LEY ▪ LAURA MCKEEN**

Lawyers

**PAUL CAPP**

Rent Control Consultant/Licensed Paralegal

**EMMA SIMS ▪ SHANNON KIEKENS ▪ GAIL KUKOR LANG**

**RACHEL HENDERSON ▪ LINDSAY MILLS**

Licensed Paralegals

**RESIDENTIAL TENANCIES LAW**



**Cohen Highley**<sup>LLP</sup>

L A W Y E R S

e-mail addresses

hoffer@cohenhighley.com

ley@cohenhighley.com

mckeen@cohenhighley.com

cappa@cohenhighley.com

sims@cohenhighley.com

kiekens@cohenhighley.com

henderson@cohenhighley.com

kukor\_lang@cohenhighley.com

mills@cohenhighley.com

**LONDON OFFICE**

255 Queens Avenue

One London Place ▪ 11th floor

London, ON N6A 5R8

519 672 9330

**KITCHENER OFFICE**

55 King Street West

10th floor

Kitchener, ON N2G 4W1

226 476 4444

[www.cohenhighley.com](http://www.cohenhighley.com)



## LPMA Members Bring Holiday Cheer to The Centre of Hope

The Salvation Army Centre of Hope received an early Christmas gift when LPMA president Emma Sims presented the charity with a cheque for \$18,700 in early November.

The money was raised at this year's annual LPMA golf tournament, held September 8 at FireRock Golf Club in Komoka.

"To receive a donation like this is just incredible," says Nancy Powers, The Centre of Hope's executive director. The donation will support updates to the centre's Food Bank, allowing clients to have more choice in the food they receive.

"Right now, we operate like a traditional food bank where food comes in, is bagged up by volunteers and then distributed to clients based on their household size," Powers explains. "We want to take a look at our space and see how we can set it up to provide recipients with more of a shopping experience so they can choose items they know their families will eat."

The Centre of Hope supports about 2,000 men and women aged 16 and older each year, providing a wide range of services including 175 emergency beds and 92 private rooms available for up to a year on a pay-to-stay basis.

The Centre's Food Bank is part of the organization's Community and Family Services Department, which also offers Community Meals, Back-to-School Programs, and Summer Camps to low-income individuals and families.



The donation will support updates to the centre's Food Bank,



Last year, The Salvation Army distributed about 6,500 bags of toys as part of the Christmas Hamper program.

"The need for our Family and Community Services is on the rise," says Powers. The number of people using the Food Bank has more than doubled over the past decade. "Ten years ago, our Food Bank would see on average about 30 families a day. Now 75 to 100 families a day is the norm."

The number of people attending The Centre of Hope's Community Meals -- held Wednesday and Sunday evenings -- is also increasing, especially towards the end of each month. "People can be faced with some very difficult choices," Powers notes. "They try to budget as tightly and as wisely as they can, but may need a bit of extra help to get them through."

A special Community Christmas Dinner is held in mid-December. "Volunteers serve each person at their table," says Powers. "This extra attention is very much appreciated and offers the community a chance to participate to raise awareness about poverty and homelessness."

During the holiday season, the Community and Family Services Department also runs The Salvation Army's Christmas Hamper initiative, which distributes food and toys to thousands of London families each year.

The LPMA has been a long-time supporter, collecting toys at the association's annual Christmas gathering since 2008.

Last year, The Salvation Army distributed about 6,500 bags of toys as part of the Christmas Hamper program.

"We could never go out and purchase all the toys that we distribute, so having partnerships with groups like LPMA is absolutely critical to our success," says Perron Goodyear, The Salvation Army's public relations and

Continued next page



## Centre of Hope (Continued)



The LPMA has been a long-time supporter, collecting toys at the association's annual Christmas gathering since 2008.

development representative. "We call them the army behind the army."

Thanks to the generosity of individual donors and organizations such as LPMA, The Salvation Army is able to provide boys and girls -- from babies to age 12 -- with one large gift and a few smaller items to brighten their holiday season.

"One of the things about London is that people don't want to see their fellow citizens go without. The idea that a child could wake up on Christmas morning without something under the tree is just unfathomable to people," Goodyear says.

"I wish people could see the looks on the parents' faces, the tears of relief and joy, when they realize that they will be able to make it, thanks to groups who help us with the toy drive."

LPMA administrator Brenda Davidson says members know how important it is to give back to the local community through events such as the annual golf tournament and Christmas toy drive.

"We've always had an overwhelming response for these initiatives," she says. "Our members are always willing to help people who have less than they do."

Past beneficiaries include the Brain Tumour Foundation of Canada, Heart and Stroke Foundation, Community Living London and the Special Olympics. Last year, LPMA directed its support to My Sisters' Place, a daytime shelter for women at risk of homelessness.

Davidson says supporting housing-based charities such as My Sisters' Place and The Centre of Hope is a natural fit for LPMA since its members provide housing to people of all income levels. "It's important for us that the money we raise stays in the community," she adds.

It's all part of LPMA's ongoing efforts to strengthen organizations that make London a better place to live for all -- particularly during the holiday season.

"Christmas can be a very lonely time for some," Powers notes. "At The Centre of Hope, we try to make it as nice as we can by decorating and purchasing gifts for each individual and by giving them a stuffed animal on Christmas morning."



**LOOKING FOR A COMPREHENSIVE APPROACH TO YOUR INVESTMENT PORTFOLIO?**

Investing in real estate has been one of your best decisions. Let us be the next successful investment decision you make.

### CONTACT US AT

**TORONTO**  
First Canadian Place  
100 King Street West, Suite 5700  
Toronto, ON M5X 1C7  
1 877-292-0009 / 416-915-4167

[info@montagprivatewealth.com](mailto:info@montagprivatewealth.com)  
[www.montagprivatewealth.com](http://www.montagprivatewealth.com)

**MONTRÉAL**  
600 Maisonneuve Boulevard West  
Suite 1700  
Montréal, QC H3A 3J2  
1 855-491-2659 / 514-807-2177

## Communicating Holiday Tips to Tenants Helps to Avoid Problems

More landlords are finding email and even text messages effective tools, experts say



Two property management specialists say the key to avoiding Christmas woes lies in providing tenants with tips about everything that's relevant to the festive season.

Good communication helps solve many landlord-tenant issues long before they become problems -- and safety at Christmas is no exception.

Two property management specialists say the key to avoiding Christmas woes lies in providing tenants with tips about everything that's relevant to the festive season, from how to decorate their balconies without endangering others to being considerate of neighbours when they're hosting parties. And delivering the message can be simple as posting notices in a lobby or sending out an email.

Lisa Smith, a residential property manager with Sterling Karamar Property Management, says larger companies generally post a notice in a common area, such as a lobby or a laundry room, or deliver it to each apartment. Others include holiday tips in a newsletter or on their websites. Large and small landlords are also using email more frequently as a low-cost way of communicating with their residents.

"It's instant and even a lot of older people who are communicating with their grandchildren and their great-grandchildren are communicating through email and text messaging," Smith says.

Some of the holiday tips large and small landlords should focus on include the following:

**Christmas lights:** Smith says landlords should advise tenants to tightly secure their lights and ornaments to their balcony railings to prevent them from becoming airborne in high winds and injuring passersby below. And if they are connecting their lights to an indoor electrical outlet through an open patio door, they should use the correct extension cord since some are rated for indoor use only and shouldn't be used in outdoor applications.

Continued next page

**Hassle-Free  
Laundry Rooms**

**We are Canada's Premier Property Services Company focused on laundry solutions.**

- Providing "ENERGY STAR Most Efficient 2012" designated equipment with revenue enhancing cycles and market rate vend pricing.
- Driving utility efficiencies in water, electricity and gas consumption.
- Offering ultimate customer service with 24/7 multilingual live voice call centre for both your residents and your building managers, supported by the best national service team.
- Implementing an attractive amenity that assists in attracting and retaining great residents and minimizing vacancies.

**For more information, contact us today!**

1.877.755.5302 ■ [info@coinamatic.com](mailto:info@coinamatic.com) ■ [www.coinamatic.com](http://www.coinamatic.com)

**Coinamatic**  
Laundry & Beyond. Simply Clean.



## Holiday Tips (Continued)

Landlords should also ask that tenants avoid plugging too many lights into an outlet. According to the Electrical Safety Authority ([www.esafe.com](http://www.esafe.com)), overloaded circuits can overheat and start a fire. That's a very real concern in older homes that have been converted to rental properties and lack the electrical infrastructure to accommodate a great number of Christmas lights, says Emma Sims, a small landlord and a paralegal who works in the area of residential tenancies.

**Candles:** Tenants should use candles with care and never leave them burning unattended in a room. They should be doubly careful if they have pets since they can easily knock over a candle. Smith recalls having to rescue her cat whose tail was singed when it came too close to a flame. "Candles are definitely a big worry at this time of the year," she says.

**Christmas trees:** Live trees can be messy since the needles often fall off in the lobby, hallways and elevators as they're being transported. They also have a tendency to dry out if water isn't added regularly to the tree stand and can pose a fire risk. Sims suggests that tenants who use live trees keep them away from radiators. Tenants should also check with the city to see where they can dispose of trees after the holidays.

**Protecting presents:** Tenants who live on the ground floor of a high-rise or a rented house should keep their blinds drawn so Christmas presents under a tree aren't visible to those walking by.

The same is true of storing presents in vehicles. "A lot of people do that so their kids can't find them," Smith says. Keeping presents in a storage unit in the tenant's apartment building is a better option, she adds.

**Parking:** Landlords need to make it clear to tenants where their guests can park if they're attending a party. It could be in a designated visitors' parking area, well away from fire routes and other tenants' parking spaces. But if visitor parking spaces are limited, hosts may have to find off-site parking for guests. "If they don't know, they should just ask their superintendent before guests arrive," Smith says.

**Parties:** Noise tends to carry in converted single-family homes that lack adequate sound separation. Sims says landlords should suggest that tenants limit a party's time frame out of respect for their neighbours and request that tenants come to them if parties are too loud. A tenant who approaches a party host runs the risk of alienating a neighbour, which might cause that person to retaliate.

"The complainant should come to the landlord and not deal directly with the person they're complaining about," Sims says. "If you knock on your neighbour's door, they might take it personally."

A building manager's first step is to knock on the host's door and warn him or her to lower the music's volume, Smith says. If the noise escalates, the building manager can send the building's own security personnel to the apartment or call police if the situation warrants it.

Smith says that at Sterling-Karamar, staff make residents aware that they are responsible for the behaviour of their guests and that any incidents or damage could adversely affect their tenancy. "A lot of people don't realize that when their guests are there. They say, 'It wasn't me. It was my friend.' But they need to understand that they are responsible for their guests."

Building managers can also encourage residents to rent a party room for a large gathering, although alcohol consumption may not be allowed.

**Holiday travels:** If tenants are going to be away for the holidays, building managers should ask them to verify their contact information, which may not have been updated since they applied for their unit. In some cases, the person listed as their emergency contact may have died or moved outside the city.

"It's always good, if they're going to be gone for more than a couple of weeks, to make sure that their emergency information is up to date with their superintendent," Smith says.

Property managers and small landlords should also recommend that tenants contact their insurance company. "I would encourage tenants, if they're going to be away for an extended period of time, to check into their insurance policy and designate somebody responsible to check on their apartment," Sims says.

Tenants should also turn down their heat to a reasonable level, turn off their lights and make sure that windows are tightly closed, not only to conserve energy but also to prevent a break-in.

Newspaper delivery should be temporarily suspended and arrangements made for a neighbour to collect flyers. The sight of flyers piling up outside a rented home is a clear sign that the occupants aren't home. "It's a target," Sims says.

Landlords should also request that tenants who are travelling leave a post-dated cheque with them or their building manager since rent is due on Jan. 1, regardless of the holidays.



Tenants should use candles with care and never leave them burning unattended in a room.

### Participate in the 2015-16 CFAA Employee Compensation Survey

LPMA members are encouraged to participate in the 2015-16 Rental Housing Employee Compensation Survey. The survey is of value to any landlord with a full-time employee, or even two part-time superintendents. By providing your data, you or your company will receive a substantial discount on the price of the survey report so that it will cost less than \$200. The report for London should be available in June. To participate or find out more, contact Anna Flood, CFAA, at 613-235-0101 or admin@cfaa-fcapi.org.



By providing your data, you will receive a substantial discount on the price of the survey report.

### CFAA Rental Housing Conference 2015

Plan to attend the CFAA Rental Housing Conference in June 2015. The conference will cover many topics of interest to investors and property managers of all sizes, including Benjamin Tal's economic update. The building bus tour is on June 10 and education sessions will be held at the Westin Prince Hotel in Toronto on June 11 and 12.



**MAILLOUX PAINTING INC.**

**Drywall Repairs and Textured Ceiling Repairs**

**Tel: 519-521-5433**  
lloyd.mailloux@rogers.com

*Several Years Working With Property Managers In London*

**SEASONS GREETINGS**

**Manage Your Accounts a Little Easier with London Hydro's Property Management Tool**

LONDON HYDRO PROPERTY MANAGEMENT

Login

**Property Manager Sign In**  
Enter your email address and password.

Email:

Password:

London Hydro logo

London Hydro's Property Management Tool makes it easy for property owners to access relevant hydro information about their properties.

Visit [www.londonhydro.com](http://www.londonhydro.com)



## New CFAA Lobbying Approach

### *Generating action to solve rental-housing problems*

**By John Dickie, CFAA President**

As noted in the September issue of LPMANews, CFAA's main advocacy goal is to improve the federal tax situation of residential rental property in Canada. With the help of a leading government relations firm with special expertise in tax policy, the CFAA board recently did a re-think of how we can best proceed to seek reduced taxes on rental housing.

One of the key roadblocks is that while housing advocates see rental housing as a problem area that needs a solution, neither the government nor the general public does, which means the area does not become a priority for action. To generate action, we need to create public awareness about the fact there are problems with rental housing that need attention. Of course, the problems need to be problems that can well be solved by reforms we want.

#### **Problems in rental housing – accommodating seniors**

CFAA will be focusing immediate attention on the growing demand among seniors for quality purpose-built rental housing in the private market, along with the fact that sufficient production of new purpose-built housing aimed at that market is not taking place. (Retirement residences are booming in many cities, but not purpose-built rental housing without services.)

In 2011, about 5,145,000 Canadians were over the age of 65. According to CMHC, that number is expected to increase to 10,080,000 by 2036, an increase of 102 per cent. Canadians over age 75 are expected to number 5,540,000, an increase of 140 per cent. The vast bulk of seniors live in private dwellings, whether owner-occupied or rented but, as they age, the dwelling type of choice is increasingly apartments and especially high-rise apartments.

Much of the seniors' demand will be for up-to-date apartments with quality amenities of the type they will enjoy using. Many seniors have significant incomes and they can afford to rent up-to-date, quality apartments and want to do so. Will that rental supply be there? If not, that will be a problem for seniors and for government.

In advancing the arguments, CFAA, member associations and landlords need to focus on the problems suffered by tenants or the community as a whole and not negatives affecting landlords. Likewise, the benefits to be stressed are those that tenants and the community will receive from any reforms we ultimately suggest or advocate. CFAA's goal is to improve the situation of landlords, but we have to argue that the measures we want are good for tenants. Happily, the measures we seek to advance are good for tenants as well as landlords.

#### **Developing reform proposals**

CFAA will work with our members -- both associations and direct landlord members -- to develop limited cost ideas that will be of value to the industry and be attractive to government (usually due to addressing a government priority). In due course, successful reforms can often be expanded.

Possible examples of initial suggestions include:

- a higher Capital Cost Allowance rate for buildings, the owners of which provide some units of affordable housing for seniors.
- tax deferral for sales of rental properties by or to entities that will agree to provide rental units for Housing First, if the sale proceeds are invested in newly built rental housing. (Under Housing First, homeless people are given social service supports or mental health supports and a rental unit, without any pre-conditions.)
- GST/HST reform, such as enabling developers to use either Fair Market Value or cost plus as the valuation method for the HST or self-supply.

The CFAA Board is open to considering other proposals for tax reforms, or for reforms to other federal policies, programs or laws, provided the reforms are limited in cost. Ideally, the reforms will address a government priority or issue. By February 15, please provide your input to B.J. Santavy, at [bjsantavy@skylineonline.ca](mailto:bjsantavy@skylineonline.ca), or to me, John Dickie, CFAA president, at [president@cfaa-fcapi.org](mailto:president@cfaa-fcapi.org).



CFAA will be focusing immediate attention on the growing demand among seniors for quality purpose-built rental housing in the private market.

## LPMA Members Perform Well At The FRPO MAC Awards

The Federation of Rental-housing Providers of Ontario held its annual awards on December 4 at the Metro Convention Centre in Toronto. Landlords with holdings in London came home with an arm full of awards including Mr. Abraham Bleeman who won the Lifetime Achievement Award for his more than 50 years involvement in the housing industry. Mr. Bleeman is the founder and owner of Medallion Corporation, which is currently building a second rental tower on King Street in downtown London. They also own and manage several buildings in the Kipps Lane and Adelaide Street area. Mr. Bleeman gave a passionate speech upon presentation of the award. He is a holocaust survivor who came to Canada and made a life for himself and his family. He is now in his 90s and still goes to work regularly. Medallion has more than doubled in size in the last five years.



The Federation of Rental Housing Providers of Ontario held its annual awards on December 4.

Other big winners of the evening were the Skyline Group of Companies which won several awards for their efforts. They have properties dotted all over London and they are in significant growth mode as well. Skyline is a private REIT based out of Guelph with holdings all across Ontario. This is not the first year Skyline has won numerous awards. They continue to lead the industry in wins in several categories across the board.

CAPREIT and Realstar Group also took home awards, as well as Steeves & Rozema being a runner-up for the best new website award.

We congratulate all the winners and those who submitted applications for consideration. You represented our community well and we're delighted to see such success in Southwestern Ontario. All winners of all categories are noted below:

**Rental Housing Lifetime Achievement Award:** Abraham Bleeman (Medallion Corporation)

**Property Management Website:** Lépine Corporation - [www.williamscourt.ca](http://www.williamscourt.ca)

**Advertising Excellence - Single Campaign:** Ferguslea Properties Ltd. - The Fairview

**Advertising Excellence - Social Media:** Greenwin Inc.

**Best Curb Appeal:** Starlight Investments Ltd. - 2250 Homelands Drive, Mississauga

**Best Lobby Renovation of the Year:** CAPREIT - 625 Evans Avenue, Etobicoke

**Best Suite Renovation under \$7500:** MetCap Living Management Inc. - 90 Tyndall Avenue, Toronto

**Best Suite Renovation over \$7500:** Vertica Resident Services - 57 Charles Street West, Toronto

**Rental Development of the Year:** Concert Realty Services Ltd. - One32 - 132 Berkeley Street, Toronto

**Amenities Award of Excellence:** Lépine Corporation - William's Court, Ottawa

**Environmental Excellence Award:** Skyline Group of Companies

**Outstanding Community Service Award:** Skyline Group of Companies

**Leasing Professional of the Year:** Jennifer Bateman-Hatch (CAPREIT)

**Property Manager of the Year:** Andrew Arklie (Skyline Group of Companies)

**Resident Manager of the Year:** Phillip Campbell (CAPREIT)

**Customer Service Award of Excellence:** Realstar Management



## Upcoming Events

### January 13 Dinner & General Meeting

Lamplighter Inn  
591 Wellington Road, London  
Regency Room

**Dinner Sign In/Networking:** 5:30 to 6:00 pm  
**Dinner:** 6:00 to 6:45 pm  
**Cost for Dinner:** \$25 by Jan. 2, \$30 after Jan. 2  
**To Register for Dinner:** [www.lpma.ca](http://www.lpma.ca)  
**Meeting Sign In/Networking:** 6:45 to 7:00 pm  
**General Meeting:** 7:00 to 8:30 pm  
**Cost for General Meeting:** No charge and no pre-registration required.  
**Speakers:** Scott Addison, President & CEO of the Federation of Rental-housing Providers of Ontario (FRPO), will talk about provincial issues affecting landlords. Laura McKeen, a lawyer from Cohen Highley LLP, will discuss changes to the Accessibility for Ontarians with Disabilities Act (AODA) and the implications for landlords.

### March 10 Dinner & General Meeting

Lamplighter Inn  
591 Wellington Road, London  
Regency Room

**Dinner Sign In/Networking:** 5:30 to 6:00 pm  
**Dinner:** 6:00 to 6:45 pm  
**Cost for Dinner:** \$25 by Feb. 27, \$30 after Feb. 27  
**To Register for Dinner:** [www.lpma.ca](http://www.lpma.ca)  
**Meeting Sign In/Networking:** 6:45 to 7:00 pm  
**General Meeting:** 7:00 to 8:30 pm  
**Cost for General Meeting:** No charge and no pre-registration required.  
**Speakers:** To be announced.

### April 14 LPMA Trade Show

Lamplighter Inn  
591 Wellington Road, London  
Crystal Ballroom

**Time:** 6:00 to 8:00 pm  
**Admission:** Free. All are welcome  
**To Attend the Trade Show:** No registration required.  
**Details:** Sixty exhibitors, door prizes, complimentary food and drinks.  
**Cost for a Table:** \$150 by April 1  
**To purchase a Table:** Go to [www.lpma.ca](http://www.lpma.ca) or contact the LPMA office.

### May 12 Dinner & General Meeting

Lamplighter Inn  
591 Wellington Road, London  
Regency Room

**Dinner Sign In/Networking:** 5:30 to 6:00 pm  
**Dinner:** 6:00 to 6:45 pm  
**Cost for Dinner:** \$25 by May 1, \$30 after May 1  
**To Register for Dinner:** [www.lpma.ca](http://www.lpma.ca)  
**Meeting Sign In/Networking:** 6:45 to 7:00 pm  
**General Meeting:** 7:00 to 8:30 pm  
**Cost for General Meeting:** No charge and no pre-registration required.  
**Speakers:** To be announced.

## Advertise in LPMAnews

Advertising in LPMAnews is an effective and inexpensive way to promote your business to the property management sector.

LPMAnews is published quarterly as an online version – March, June, September and December. The newsletter is posted to the LPMA website and a link is sent to all LPMA members.

Order and prepay for ads in four consecutive issues (one year) and receive a discount. The cost for a 1/4 page ad is only \$140 per issue and 1/2 page ads are \$300 per issue.

For more information, contact the LPMA office or visit [www.lpma.ca](http://www.lpma.ca).

## LPMAnews

LPMAnews is a quarterly publication of the London Property Management Association. All advertising enquiries should be directed to the LPMA office at (519) 672-6999.

Opinions expressed in articles are those of the authors and do not necessarily reflect the views and opinions of the LPMA board or management. LPMA accepts no liability for information contained herein.

Any comments about LPMAnews or requests to submit articles may be made by email to [info@lpma.ca](mailto:info@lpma.ca).

### LPMA Contact Information

460 Berkshire Drive, Unit 102  
London, Ontario N6J 3S1  
Phone (519) 672-6999\*Fax (519) 672-6462  
Email: [info@lpma.ca](mailto:info@lpma.ca)

Office Hours - Monday to Friday, 8:30 am to 12:30 pm  
Administrator - Brenda Davidson

President - Emma Sims  
1st Vice President - Shirley Criger  
2nd Vice President - Lisa Smith  
Past President - B.J. Santavy

Chair, Communications Committee - Bonnie Hoy  
Chair, Education Committee - Sean McNally  
Chair, Finance & Administration - Bill MacGillivray  
Chair, Golf - Brenda Trineer  
Chair, Lease - Shannon Kiekens  
Chair, Marketing - Bonnie Hoy  
Chair, Municipal Affairs - Emma Sims  
Chair, Nominations & Elections - B.J. Santavy  
Chair, Social Committee - Shirley Criger  
Chair, Special Projects Committee - Brenda Trineer

Directors at Large: Jim Lovell, Jody McKee, Kim Walker,  
Laura Smith, Murray Black, Peter Neil, Shane Haskell.

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

### LPMA Office Closed for Holidays and Vacation

#### Office Closed December 24 to January 2

The LPMA office will be closed from Wednesday, December 24 to Friday, January 2. It will reopen on Monday, January 5.

We wish everyone a safe and happy holiday season.



#### Office Closed January 26 to January 30

The LPMA office will be closed from Monday, January 26 to Friday, January 30 for vacation.

It will reopen on Monday, February 2 at 8:30 am.



### Welcome New Members

Armstrong Carpenter and Company, Mike Circelli, Commence Pest Control Specialists (Associate), Millia DeQuartel, Dow-Ross Groundskeeping Inc. (Dual member), Kevin Gates, Sarah Gee, Cedo Ivanisevic, Glenda James, London Cares, Laura Niznik, Wendy Pearson, Pinpoint Property Management, Premier Rental, RentHello (Associate), Heather & Eric Tarasick, Kimiko Tesseyman, University Student Housing Inc, Hussein Zebian