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February 2012

National Outlook

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Pension cuts could have ripple effect on rental housing market

By Krista Johnston, CFAA Communications Coordinator

A political firestorm erupted on Parliament Hill in February when the Opposition reacted to the Harper Government's plans to restrict Old Age Security (OAS) eligibility, probably by raising the age limit from age 65 to 67 on a phased-in basis.

Although the government has not directly stated that this move is on its agenda, it has not denied it either. It has said that the OAS program is in need of a thorough review for the future.

During a recent media interview, House Leader Peter Van Loan also commented that "those who are retired today or approaching retirement can rest assured there will be no changes that will affect their benefits."

(Continued on page 2)

CFAA Conference 2012: for education and fun!

This June 13 to 15, the CFAA Rental Housing Conference will return to Vancouver. The CFAA Rental Housing Conference 2012 is designed to provide not only an educational experience, but also a meeting place to make deals and have a good time.

Education

Building on the success of the last three years, the conference will again offer delegates a range of educational sessions that apply to investment, facilities management and tenant relations issues. The topics will be addressed by experts in their fields and by experienced, successful rental housing executives, owners and managers.

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La réduction des rentes pourrait avoir un effet d'entraînement sur le marché du logement locatif

de Krista Johnston, Coordonnatrice aux communications, FCAP

Une tempête politique a assailli la Colline du Parlement en février lorsque l'opposition a réagi aux plans du gouvernement Harper pour restreindre l'admissibilité au programme de la Sécurité de la vieillesse (SV), probablement en haussant l'âge limite de 65 à 67 ans.

Bien que le gouvernement n'ait pas ouvertement annoncé son intention, il ne l'a pas nié non plus. On dit que le programme SV a besoin d'une refonte en profondeur pour l'avenir.

Au cours d'une récente entrevue, le leader du gouvernement à la Chambre Peter Van Loan a également précisé que « ceux à la retraite aujourd'hui ou près de la retraite peuvent être assurés que leurs prestations demeureront inchangées ».

En 2010, d'après Ressources humaines et Développement des compétences Canada

(suite à la page 6)

CFAA Allied Members:

Gold

- My Ideal Home Network
- Profile Magazine
- Rogers Communications
- Yardi Systems

Silver

- Cohen Highley LLP
- Places4Students.com
- Visa

Bronze

- Bentall Kennedy (Canada) LP
- H&S Building Supplies
- Onestop Media Group
- Rent Check Corp

Expanding rental housing market will protect jobs, help economy to recover

A new report issued by the Federation of Canadian Municipalities (FCM) is calling on the federal government to reduce barriers to rental housing investment in order to create jobs and boost economic activity.

The report, entitled *The Housing Market and Canada's Economic Recovery*, states that years of home buying and condo building has caused multi-family land prices to rise substantially, squeezing out rental housing construction. It also emphasizes that the tightening of mortgage lending rules, economic instability and greater debt load has put Canadians in less of a position to purchase their own homes. That is causing demand for housing to shift back to the rental housing sector.

Currently, one third of all Canadians rent their homes. Over the next decade, CMHC expects the number of tenant households to increase by about 50,000 a year.

“To keep our economy growing when fewer Canadians are able to buy homes, we need to make it easier to invest in and expand the rental housing market,” explains FCM President Berry Vrbanovis in a recent press release. “New rental construction will give cash-strapped young families, new immigrants and an aging population more housing options they can afford.”

The FCM is proposing three initiatives to reduce barriers to private-sector investment in the rental housing market, which will stimulate construction and preserve existing affordable rental stock. These initiatives are:

- Providing low-interest loans from CMHC to reduce equity requirements for the construction of new market-priced rentals, drawing on CMHC's ability to obtain funds under the Crown Borrowing Framework at interest rates of 2.5% to 3.5%.
- Encouraging the preservation of existing rental housing through a new Rental Housing Protection Tax Credit for property owners who sell affordable rental housing to eligible non-profit providers or for-profit providers who agree to hold rents at average market prices for 20 years.
- Providing incentives for better energy efficiency in rental buildings that will lower utility costs, whether tenants or landlords pay the bills.

Although Canada's rental sector plays a critical part within a healthy housing system, it has been largely overlooked, the report suggests. FCM says governments must act to lower barriers to investment, and implement supportive policies

(Continued on page 3)

Pension cuts could have ripple effect on rental housing market, cont'd

(Continued from page 1)

According to Human Resources and Skills Development Canada, in 2010, there were about 4.7 million Canadians aged 65 or older and that number is expected to double in the next 20 years. Officials say that the cost of old age security is expected to rise from \$36 billion in 2010 to \$108 billion a year in 2030. However, that increase includes inflation. In relation to the Gross Domestic Product, the cost is expected to increase from roughly 2.4 per cent of GDP today to 3.1 per cent in 2030, although GDP growth cannot be predicted accurately.

An aging population is certainly putting pressure on Canadian taxpayers, especially since Canadians are living longer and thus collecting more benefits. In 1966, the average life expectancy of Canadians was 72 years. Now it is 81 years.

Absent major reforms, the increased average age of the population will cause health care costs to skyrocket, and a reduction in the proportion of the population of working age will reduce the tax base needed to pay for seniors' health care and income support.

However, government reports also state that old-age benefits are a key factor of keeping seniors out of poverty. In 2009, a

report prepared for the federal human resources department titled “Evaluation of the Old Age Security Program,” states that without OAS and the Guaranteed Income Supplement (GIS) support, more than one third of women and more than one quarter of men in their 60s would fall below the poverty line.

Effects on Rental Housing Industry

“Increases in the OAS and GIS pensions have reduced poverty among seniors and increased the ability of seniors to rent better quality accommodation, as well as paying for other necessities,” explained CFAA President John Dickie. “CFAA respects the demographic realities and the government's need to restrain pension spending and to encourage continued labour force participation, but the government needs to address the negative impacts which changes will have on low-income seniors and on the rental housing industry.”

CFAA will be advocating for changes which minimize the negative impacts on seniors and on the rental housing industry, while achieving the government's goals.

BCAOMA appointed to Mayor's Task Force on Housing Affordability

Vancouver Mayor Gregor Robertson has established a Mayor's Task Force on Housing Affordability that will identify ways to protect and create affordable housing.

Drawing on the expertise of a diverse team of housing industry professionals, ranging from non-market housing and sustainable urban planning to finance, real-estate development and rental housing, the task force will provide recommendations to Vancouver Council about possible steps the City can take to create affordable rental housing and affordable home ownership.

Marg Gordon, the CEO of the British Columbia Apartment Owners and Managers Association, is one of the 14 industry professionals who have been invited to join the mayor's task force.



Vancouver Mayor Gregor Robertson

“As co-chair they have appointed Olga Illich, who is one of the biggest developers in Vancouver,” Gordon pointed out, adding that Ms. Illich is also a former BC cabinet minister with extensive experience in the real estate sector.

Vancouver currently has the highest average housing prices of major centres in all of Canada. The motion creating the task force noted that since the 1970s, real household incomes have only increased by 9% while condominium prices have grown by 280%. The City also estimates that it requires more than 94% of an average household's income to cover the costs of an average two-storey detached house. The City's 10 year housing and homelessness strategy calls for the creation of 38,000 new affordable homes, including 5,000 new purpose-built rentals and 20,000 new ownership housing units.

“The members of the Housing Affordability Task Force bring a broad and diverse array of experience, leadership, and vision to our work on the pressing challenge of affordability,” says Vancouver Mayor Robertson. “Vancouver must be a city where our children can afford to live and raise their families. This is not a simple challenge but it is one that we have to address – and I believe this task force has the ideas and expertise to provide new affordability solutions for Vancouver.”

The task force is to provide an interim report by March 12, 2012. To ensure the greatest amount of input from citizens, the interim report will be open for public input from March until May. A final report is to be completed by June 30, 2012 or earlier.

Expanding rental housing market will protect jobs, help economy to recover, cont'd

(Continued from page 2)

across the housing spectrum.

While welcoming the report and recommendations, CFAA President John Dickie says that the development of additional rental housing will require more than incentives. It will require a commitment from the federal government to balance the tax system between renters and homeowners.

Dickie cited a report commissioned by CFAA and the Federation of Rental Housing-providers of Ontario, in 2011. Federal subsidies and tax expenditures for homeowners and private renters in Canada totalled \$17.1 billion. Of that, 92.6% or (\$15.8 billion) was directed to assisting homeowners, while the remaining 7.4% (or \$1.3 billion) went to private renters.

“Homeowners received an average of \$1,823 in subsidies per

household, while private renters received an average of \$308. This favouritism to homeowners occurs even though private renters have incomes about one-half the average of homeowners,” wrote Frank Clayton, who authored the report.

Dickie noted that the unfavourable income taxes on rental housing have discouraged development of new purpose-built rental housing construction. This generates demand for more government-subsidized housing, creates labour-mobility traps, increases the unemployment rate and provides lower tax revenues for the government overall. In its recent paper policy, FCM has raised the same concerns.

CFAA commends FCM's work for drawing attention to the need for more purpose-built rental housing. FCM's proposed equity-reduction loans and energy incentives would be positive steps in encouraging an expanded rental housing supply.

CFAA Rental Housing Conference 2012, cont'd

(Continued from page 1)

Benjamin Tal, economist for CIBC, will give the economic update, on June 14. Benjamin received the highest rating of any speaker at the 2011 CFAA Conference. Among the comments: “Benjamin Tal alone was worth the price of admission.” “An insightful and enjoyable speaker.” “Tal’s presentation was very relevant to our industry.”

Other notable speakers include Scott Ullrich, CEO of Gateway Property Management, based in Vancouver; Tom Schwartz, President and CEO of CAPREIT, based in Toronto; Philip Milroy, President of Westcorp, based in Edmonton; Mark Kenney, Chief Operating Officer of CAPREIT, based in Toronto; David Horwood, Assistant Vice President of Effort Trust, based in Hamilton; and numerous other rental housing players from across Canada.

Visit the CFAA website at www.cfaa-fcapi.org for the full list of topics and speakers committed to date.

Fun and networking

Over the course of the three-day conference, delegates will have ample opportunity to broaden their contact base with hundreds of leading rental housing executives, property managers, investors, real estate professionals and suppliers. Besides the meals and conference breaks, there will be two major opportunities when delegates can get to know one another in informal settings.

Building Innovations Bus Tour June 13

On June 13, a Building Innovations Bus Tour will once again kick off the CFAA Rental Housing Conference. An event favourite, this tour will be an ideal way for attendees to get an up-close view of Vancouver’s rental market and interact with other delegates before the conference begins.

As the most expensive major rental market in Canada, Vancouver will provide tour-goers with examples of innovative rental housing operations, both new and refurbished.

“I thought the bus tour was excellent,” said Raymond Swonek of the Greater Edmonton Foundation, speaking of the 2011 bus tour. “I gained some really good ideas that I can use for our portfolio.”

In 2012, the tour will make a stop at Gateway Property Management’s Metropolitan Towers – a luxurious rental building with many modern amenities, including a health club, library, private cinema, outdoor patio green space and array of shopping services.

In 2008, Metropolitan Towers was awarded the first-ever BOMA Best Level 1 certification for a multi-residential property under the BOMA Canada’s Go Green program. This award recognizes best practices for environmental performance and management across commercial properties.



Benjamin Tal, Economist for CIBC World Markets

“Metropolitan Towers is a premium rental property,” says Gateway’s Director of Regulatory Compliance, Branko Cvoric. “Tenants have a heightened sense of awareness around environmental issues these days and we know this is a very positive initiative we have taken.”

The tour will continue to two other fascinating buildings, and also take in “green walls”.

CFAA & BCAOMA Dinner Boat Cruise June 14

Vancouver’s supernatural coastline offers a panoramic view of some of Canada’s most breathtaking scenery. On June 14, conference delegates are invited to take part in a boat cruise, while enjoying the company of their colleagues over a delectable buffet-style dinner including salmon and roast beef. Following the cruise, many attendees will likely choose to take in Vancouver’s renowned nightlife.

The Coast Plaza Hotel & Suites is the main venue for the 2012 conference. The hotel is located in Vancouver’s West End, near unique and trendy shopping, the sandy beaches of English Bay, and Stanley Park.

Registration

Registration for the CFAA Rental Housing Conference 2012 is now open on the CFAA website, www.cfaa-fcapi.org. Early Bird rates are available for a limited time, so act now! Bring your executive team and property managers!

Discounts are available for registrations of three or more delegates from one company. For group registration, e-mail the number of delegates you want to register to admin@cfaa-fcapi.org or call 613-235-0101.

You can also email us here for conference updates. For information on partnership opportunities, please e-mail events@cfaa-fcapi.org.

Energy retrofit incentive program now closed

The federal grant program which provided landlords and homeowners with rebates for making energy-efficient upgrades in their buildings has closed. The popular eco-Energy Retrofit Incentive Program for Homes was to end by March 31, 2012, but was closed on January 29.

In his announcement, Natural Resources Minister Joe Oliver stated that the program had “successfully reached its goal of 250,000 participants.” The government expects that most of the program budget will be paid out in rebates. Environmental groups allege that only half of the \$400-million committed to the program will be paid out.

For those who registered with the eco-Energy program before January 29, the retrofit work must still be completed by March 31, 2012. However, the federal government has given landlords more time to get their post-retrofit evalua-

tions and apply for their rebate. Participants currently registered with the program can receive post-retrofit evaluations and apply for rebates until June 30, 2012.

The program was designed to provide rebates for work that would increase a building’s energy efficiency, such as improved insulation or new furnaces and boilers, as well as water-saving measures. Landlords or homeowners could claim up to \$5,000 per unit.

For more details, visit www.ecoaction.gc.ca. Information about the eco-Energy Retrofit Incentive Program for Homes can be found at the right of the homepage.

Despite the termination of the federal program, many regional and provincial programs are still available to landlords. They are listed at oee.nrcan.gc.ca/residential/personal/retrofit/272.

Building code changes - comment by March 2

Part 9 of the National Model Building Code of Canada is being revised to incorporate increased energy efficiency standards for low-rise dwellings. The revised code does not come into force unless a province adopts it, either with or without changes. Under the new model code, it appears that the new standards will apply to low-rise residential rentals as well as single-family homes.

However, under the new model code, newly built small mixed-use properties will be required to follow the National Energy Code of Canada for Buildings (NECB) rather than Part 9. That will require higher standards than will apply under the updated Part 9.

The Canadian Commission on Building and Fire Codes is accepting specific public comment until March 2. To view the proposed changes, go to www.nationalcodes.ca/eng/public_review/2012_1/introduction.shtml.

CFAA is working with the Canadian Home Builders Association to ensure the provisions are clear, and work for rental housing. If you see any issues in the proposed changes, please let us know by e-mail to president@cfaa-fcapi.org.



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Surveying employee compensation costs

In thinking about managing employee compensation costs, an initial reaction may be that the purpose is to minimize compensation costs. However, employee compensation practices impact on employee quality, employee turnover, and employee morale.

For most organizations, the key is to balance costs with the impact of costs on resident satisfaction since that drives resident turnover and resident satisfaction, which in turn drive rents and profitability. Whichever way the goal is perceived, managing employee compensation costs properly requires information, whether the decisions are made by human resources specialists or day-to-day managers.

CFAA's survey is the only current source of data about compensation in the rental housing industry. Across Canada, CFAA's consultant Pal Benefits Inc. received compensation data on 6,100 employees in 15 different occupational categories.

Based on that, Pal Benefits was able to report on the wages or salary, rental subsidies and bonuses for those employees. In all cities, the survey covers building superintendents, cleaners and maintenance technicians. In most cities, the survey also covers leasing agents, property

managers and property managers.

For many larger cities, the survey also covers assistant property managers, property accountants, regional managers, maintenance managers, doormen/concierge and security guards for many larger cities.

For most positions, the survey reports the average (mean) median pay, and pay at percentiles 25 and 50, as well as minimum and maximum. When the data permits, those data points are provided for each category of building size. For each employee category the survey reports on base salary, hourly rates, rental subsidy, bonuses and total compensation.

The benefits survey reports on bonus plans, turnover, hours of work, vacation entitlement, group benefits and pension/savings plans. Landlords are split between those with over 200 employees and those with less than 100 employees. (There were none in-between.) Among the smaller landlords, the breakdown includes those landlords with less than 200 units, as well as those with 200 to 4000 units.

To buy the compensation and benefits survey for your city, contact Krista Johnston at 613-235-0101 (from 9 a.m. to 5 p.m. Eastern Time.)

La réduction des rentes pourrait avoir un effet d'entraînement sur le marché du logement locatif, cont'd

(suite de la page 1)

(RHDC), le pays comptait environ 4,7 millions de Canadiens de 65 ans et plus, et ce chiffre devrait doubler d'ici vingt ans. Des fonctionnaires affirment que le coût de la sécurité de la vieillesse devrait passer de 36 milliards de dollars en 2010 à 108 milliards de dollars en 2030. À noter que cette hausse tient compte de l'inflation. Relativement au produit intérieur brut (PIB), le coût devrait passer d'environ 2,4 % du PIB aujourd'hui à 3,1 % en 2030, bien que le PIB ne peut être estimé avec exactitude.

Une population vieillissante met certainement de la pression sur les contribuables canadiens, notamment parce que les Canadiens vivent plus longtemps et ainsi reçoivent plus de prestations. En 1966, l'espérance de vie moyenne des Canadiens était de 72 ans. Aujourd'hui, c'est de 81 ans.

Sans une importante réforme du programme SV, la hausse de l'âge moyen des Canadiens provoquera une hausse exponentielle des coûts des soins de la santé et la baisse de la proportion des personnes en âge de travailler réduira l'assiette fiscale nécessaire pour payer les soins de la santé des aînés et leurs prestations de vieillesse.

Toutefois, des rapports du gouvernement démontrent également que les prestations de vieillesse sont sans aucun

doute un facteur déterminant pour empêcher les aînés de sombrer dans la pauvreté. En 2009, un rapport préparé pour le RHDC sous le nom d'*Évaluation du programme de la Sécurité de la Vieillesse* souligne que sans le programme SV et le Supplément de revenu garanti (SRG), plus du tiers des femmes et plus du quart des hommes dans la soixantaine vivraient sous le seuil de la pauvreté.

Les effets sur le marché du logement locatif

« La hausse des prestations du programme SV et du SRG a diminué la pauvreté parmi les aînés et leur a permis de louer des logements de meilleure qualité et de combler d'autres besoins, a expliqué le président de la Fédération, John Dickie. La Fédération reconnaît la réalité démographique et le besoin du gouvernement de limiter les dépenses et de favoriser la participation de la main-d'œuvre, mais le gouvernement doit s'attaquer aux effets négatifs qu'auront les changements sur les aînés à faible revenu et l'industrie du logement locatif. »

La Fédération revendiquera les changements qui atténueront les effets négatifs sur les aînés et l'industrie du logement locatif tout en atteignant les objectifs du gouvernement.

City of Vancouver launches database of “bad landlords”

By Krista Johnston, CFAA Communications Coordinator

The City of Vancouver is planning to expose the City’s “worst landlords” in a soon-to-be public, online rental database.

Although the move still requires council approval, the database has received full support from Mayor Gregor Robertson and Councillor Tim Stevenson, who made the database a campaign promise during the last civic election. Both are members of Vision Vancouver, a City political party, which holds a majority of the seats on Vancouver City Council.

The searchable database will use information that is already publicly available, but make it more accessible to renters. Once created, the database will include the names of building owners, as well as outstanding work orders, maintenance records and property violations, if any.

“An online database will give renters a useful tool to make informed choices about where they rent and will help them avoid negligent landlords,” Mayor Robertson states on his blog. “Over half our city rents and getting timely access to information on rental buildings is a useful tool for Vancouver renters.”

Vancouver’s online rental database was inspired by a landlord watch list from New York City that was compiled by public advocate Bill de Blasio. The NYC Worst

Landlord Watch List publicly outs landlords who do not fix their buildings but also rewards those who earn their way off the list. De Blasio has also proposed that NYC implement fines for landlords who do not address serious health and safety issues (lack of heat etc.).

On January 17, Marg Gordon, the CEO of the British Columbia Apartment Owners and Managers Association (BCAOMA), told Vancouver City Council that if the database highlights outstanding work orders and deals with health and safety issues, rather than acting as a forum for disgruntled tenants, then her association agrees with the database “in principle.” She suggested that the database should also include all rental units instead of just apartment buildings, which are currently the focus of the database.

“It appears that both BCAOMA and the City are in agreement that the large majority of landlords are ethical and responsible,” Gordon told Council during her presentation. “BCAOMA supports the concept of informing renters who the good landlords are and who are not. At the same time, a system such as this would recognize and reward the good landlords and encourage others to aspire to the same standards of excellence.”

If approved by City Council, Vancouver’s landlord database could be available to tenants as soon as this summer.

Upcoming Events

Minimizing Your Risk & Liability of Fire Code Offences – February 29, Toronto, ON

Learn how to minimize risk due to allegations of violations of the Ontario Fire Code. This will review best practices to ensure your staff minimize risks and liability for fire code offences. Expert speakers will assess common liability issues that often result in prosecution of landlords and how that liability can be avoided. The event is being held at 20 Upjohn Road, Toronto from 9-10:30 am (coffee & light breakfast 8:30 am). Contact www.frpo.org. Outside Toronto? There will be a webinar 1-2:30 pm on Feb 29.

AGM and Exposition – March 7, Vancouver, BC

BCAOMA welcomes you to its AGM and Exposition on March 7. The event includes presentations, and trade show. An Italian-style dinner will be offered during the AGM at 6:30 pm, while delegates listen to keynote speaker, Vancouver Councillor R. Jang. Visit the coupon booth, wheel of fortune, and attend free seminars by the RTB and other industry leaders. The event is being held at the Italian Cultural Centre, 3075 Slocan Street, Vancouver. Registration opens at 2:30 p.m., seminars are from 3:30 to 5 pm and the exposition will be held from 3:30-6 pm. Visit www.bcaoma.com for details.

Landlord ToolBox Seminar – March 13, Vancouver, BC

The British Columbia Apartment Owners and Managers Association is offering a Landlord ToolBox Seminar on March 13, from 12 to 2:30 p.m. The seminar’s focus will be on waste recycling programs. The event is being held at Suite 203 - 1847 West Broadway Ave., Vancouver. Visit www.bcaoma.com for more information.

Suite Living Trade Show and Conference – March 20, Winnipeg, MB

The Professional Property Managers Association is hosting a Suite Living Trade Show and Conference at the Victoria Inn Hotel and Convention Centre on March 20. The event includes speakers and panel discussions, lunch and an awards ceremony. For more information, visit www.ppmamanitoba.com.

Best Practices for Landlords #101 – March 20, Vancouver

BCAOMA is offering a seminar designed from the experiences of countless landlords and managers. The association will show how the professionals market and screen tenants, and how to have a successful tenancy. The seminar will take place from 12 to 2:30 p.m. at Suite 203 - 1847 West Broadway Ave., Vancouver. For more information, visit www.bcaoma.com.

Upcoming Events, cont'd

(Continued from page 7)

Tradeshow – March 28, Hamilton, ON

The Hamilton and District Apartment Association invites you to attend its 2012 Tradeshow at the Michelangelo Banquet Centre at 1555 Upper Ottawa Street, Hamilton. This free event brings in hundreds of rental owners and property managers. Get up-to-date on the latest products, learn about the industry and mingle with peers. This year's event also offers great service and discounts from an expanded line-up of suppliers. The trade show will take place from 6:30-9 pm. To register, visit hamiltonapartmentassociation.ca.

Spring Networking Event – March 29, Ottawa, Ontario

The Eastern Ontario Landlord Organization is hosting its members only, Spring Networking Event on March 29. An educational session will commence at 2 pm followed by a political update at 4:30 pm and will continue with a main networking reception 5-7 pm. The event will be held at the Centurion, 170 Colonnade Road South, Ottawa. Landlords and industry suppliers who wish to attend are invited to contact eolo@magma.ca to see about joining EOLO.

Crime Prevention Course – March 29, 30 & May 17, 18 Saskatoon, SK

Rental housing providers are invited to attend an innovative and updated training program in safe urban design. This workshop is designed for anyone concerned with crime prevention, community development, and environmental planning. Those who register for the four-day course will become certified to inspect buildings for crime prevention. The course applies to any size of building and will teach participants how to minimize their risk on a variety of topics, including neighbourhood theft and drug activity. The event will be held at Saskatoon City Hall in Committee Room E at 222 - 3rd Avenue North. For more information, or to register, please contact the Saskatchewan Rental Housing Industry Association at www.srhia.ca. Registration ends February 29.

Tenant Selection Workshop – March (date to be announced), Victoria, BC

Selecting good tenants should be easy. But how do you identify the ones who are the best you could hope for and which ones aren't? What questions can you ask – and not ask – tenancy applicants? Learn the four steps in tenant selection that guarantee you will make the best decision. Tenant Selection Workshops are held in person in the office of the Rental Owners and Managers Society of BC at 830B Pembroke Street in Victoria. They are also available online. The cost is \$29 plus HST. The workshop is for ROMS BC members only. Visit www.romsbc.com for information.

CFAA Rental Housing Conference 2012 June 13 -15, Vancouver, BC

The CFAA Canadian Rental Housing Conference 2012 will be held from June 13 to 15 at the Coast Plaza Hotel and Suites in downtown Vancouver. The conference will bring together leading professionals and landlords from across the rental housing industry to share their knowledge, advice and expertise on topics relating to Rental Housing Investment and Facilities Management. The 2012 conference will begin with a Building Innovations Bus Tour (on June 13). On June 14 and 15, the conference will offer delegates two days of information sessions that are focused on the needs of rental housing investors and executives, as well as property managers and hands-on owners.

On June 14, the British Columbia Apartment Owners and Managers Association (BCAOMA) will also combine its annual Dinner Boat Cruise with the CFAA conference to provide an enhanced networking experience. Please mark June 13 to 15, 2012, on your calendars. The 2012 CFAA Conference should not be missed! For more details, please visit www.cfaa-fcapi.org. To be placed on CFAA's e-mail list for conference updates please e-mail admin@cfaa-fcapi.org.

CFAA Thanks its 2011 Allied Members!

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