



Canadian
Federation of
Apartment
Associations

Fédération
canadienne des
associations
de propriétaires
immobiliers



March 2011

National Outlook

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CFAA 2011 Rental Housing Conference June 16 & 17 in Toronto

CFAA is excited to be presenting our 2011 Canadian Rental Housing Conference in Toronto from June 15 to June 17. What we deliver par excellence are panel presentations that lay out techniques from industry suppliers, and then present the view of landlords who have used or explored the techniques.

Find out what is available and what works! Some key topics on June 16 are building retrofits, cost containment, employee management and waste diversion, while on June 17 key topics are tenant retention and attraction, and managing risks to profitability. See page 2 for the full conference schedule, which lists all the topics to be covered.

Many more speakers will be arranged, but to date we have speaking commitments from the largest landlords from across Canada, including:

Boardwalk REIT (Bill Zigomanis)

Gateway Property Management (Scott Ullrich)

Greenrock Property Management (Ivan Murgic)

CAP-REIT (Mark Kenney)

Effort Trust (David Horwood)

Timbercreek Asset Management (Ugo Bizzarri).

(Continued on page 2)

CFAA 2011 Employee Compensation Survey

CFAA is organizing its second bi-annual survey of employee compensation and benefits in the rental housing industry in major cities across Canada. The 2009 survey was very well received. The companies who participated in 2009, including many national landlords, want the survey to be redone for 2011. We also expect to draw in additional participants based on the success of the survey in 2009.

The survey will help landlords to manage payroll costs by reporting the market salaries and wage rates and benefits for rental housing employees. Compensation information will show the average pay as well as the upper and lower quartile pay. The pay range will allow you to determine whether your staff is paid more or less compared to other rental housing

(Continued on page 4)

Les locateurs contre les punaises de lit

Au mois de janvier 2011 l'Association Québécoise de la Gestion Parasitaire a organisé un symposium de punaises de lit à Montréal. La Fédération canadienne des associations de propriétaires immobiliers a présenté un discours sur les défis du locateur face à la gestion du problème de punaises. La présentation pleine est disponible sur notre site Web à www.cfaa-fcapi.org, dans la section française. Voici les points clé.

Détecter tôt le problème

Certains locataires ne signalent pas l'infestation du punaises. Pour favoriser une détection

(suite à la page 7)

CFAA Allied Members:

Gold

Canadian Apartment Magazine

MetCap Living Management

My Ideal Home Network

Rogers Communications

Yardi Systems

Silver

TD Canada Trust

First National Financial LP

Visa

Bronze

H&S Building Supplies

Places4Students.com

Rent Check Corp

CFAA 2011 Rental Housing Conference, cont'd

(Continued from page 1)

On the supplier side, our speakers represent the leaders in serving landlords and property managers with the best in systems and service. To date, our expert speakers on the supplier side include:

Peter Altobelli, Yardi Systems
 Steve Ballantyne, Neighbourhood Buzz
 Robert Fleet, First National Financial LP
 Richard Brown, My Ideal Home / Ecom Media Group
 Darren Henry, Gottarent.com
 Bonnie Hoy, Bonnie Hoy & Associates
 Kristin Ley, Cohen Highley
 James Mann, Mann Engineering
 Steven Osiel, PAL Benefits
 Hans Schreff, London Hydro

The supplier speakers cover the range of expertise that landlords need to succeed, including building engineering, financing, staff compensation and training, internet and social media marketing, legal services, management software and utility cost management.

The supplier experts will discuss how new techniques and information can help your bottom line, and the landlords will relate that directly to what you need to do to improve your success. For the latest in speakers, check the CFAA website at www.cfaa-fcapi.org.

Besides the education element, the CFAA Canadian Rental Housing conference is a must-attend event for networking with your colleagues. Networking opportunities include the June 15 bus tour to see the latest in building innovations, the dinner boat cruise on June 16 and the breakfast, lunch and networking breaks during the days of June 16 and June 17.

CFAA and Canada's largest landlords want you to join us from June 15 to June 17 at the Westin Prince Toronto. Early registration discounts are available until April 21. To register go to www.cfaa-fcapi.org.

Thursday, June 16, 2011 Facilities Management Conference

"I found the subjects discussed and the speakers to be well informed and very helpful. I also gained a great insight from networking with landlords from the West."

An Ontario delegate at the 2010 conference held in Vancouver.

	Investor/Executive Stream	Property Management Stream
8:00 - 9:00	Registration & Breakfast	
9:00 - 10:15	Value proposition – what pays and what doesn't in building retrofits?	Bedbugs – how they live and new ways to kill them
10:15 - 10:45	Networking Break with Conference Partners' Exhibits	
10:45 - 12:00	Building envelope retrofits – strategies to reduce costs and increase revenues	The workforce – obligations to employees & CFAA's employee compensation survey
12:00 - 1:00	Lunch	
1:00 - 2:15	Deferred maintenance – when does it come back to haunt you?	Waste diversion with an emphasis on high-rise buildings
2:15 - 2:45	Networking Break with Conference Partners' Exhibits	
2:45 - 4:00	Cost containment and operating efficiencies through new green technologies	Building accessibility & human rights – latest developments
6:00 - 9:00	Dinner Boat Cruise	

Friday, June 17, 2011—Investment & Tenant Relations Conference

"I really enjoy the Cross Canada reports; they provide valuable insight about developments affecting the rental housing industry across the country."

Martin Zegrav, Realstar, Toronto

	Investor/Executive Stream	Property Management Stream
8:00 - 9:00	Registration & Breakfast	
9:00 - 10:15	Cross Canada reports – what may come to your city next	Tenant satisfaction and retention – measurement, analysis and suggestions
10:15 - 10:45	Networking Break with Conference Partners' Exhibits	
10:45 - 12:00	Economic update including lending conditions	Social media – the benefits, risks and costs involved
12:00 - 1:00	Lunch	
1:00 - 2:15	Industry profitability – what are the biggest risks and how to mitigate them	Attracting good tenants: Part 1 – internet and other advertising options
2:15 - 2:45	Networking Break with Conference Partners' Exhibits	
2:45 - 4:00	Innovations – new ideas and trends in markets and management	Attracting good tenants: Part 2 – website design and search engine optimization

Schedule as of February 2011

Conference schedule is subject to change without notice.

Home ownership preference study finds government subsidies leave renters in the cold

This is a reprint of an article from the November 2010 National Outlook which corrects the figures set out in the table. The subsidies were mistakenly stated as millions, rather than billions of dollars.

On average, the federal government provides six times the benefits to homeowners that it provides to people who rent their homes in the private market. Considering that tenants have only half the income of homeowners, that is outrageous.

In cooperation with the Federation of Rental-housing Providers of Ontario (FRPO), CFAA recently obtained a research report identifying the total amount of program spending, tax credits and tax expenditures received by private-market renters and by homeowners from the federal government across Canada, and for each of the three levels of government in Ontario.

The key findings of Dr. Frank Clayton, a well known urban and real estate economist, are the following:

- In 2009, the Government of Canada spent \$15.8 billion in subsidies to homeowners, over twelve times the amount going to support renter households in the private market.
- On a per household basis, the federal government gives

homeowners an average \$1,823 in subsidies, while renters only receive an average of \$308 per household.

Here are the figures for the federal government across Canada:

Tenure	Subsidies	Number of households	Average subsidies per household	Average pre-tax household income (2008)
Owners	\$15.81 billion	8,677,662	\$1,823	\$91,122
Renters	\$1.26 billion	4,109,370	\$308	\$43,794

The full report can be found at www.cfaa-fcapi.org.

CFAA will be using the report to advance our claims that renters deserve better treatment in order to move toward equal tax treatment with homeowners. A major tax benefit for homeowners is that the capital gains on their principal residence are not subject to income tax. On the other hand, rental property is subject to capital gains tax. Landlords pay the government, but in the competitive market those taxes are ultimately paid by tenants through their rents. Deferring the tax on sale and reinvestment would reduce landlord costs, which should moderate rents. Tax deferral on sale and reinvestment in rental property would be a useful first step toward a fairer tax and subsidy system.

How landlords can gain better laws

By John Dickie, CFAA President

When you receive this newsletter, a federal election may be coming up soon. It is in your interest to make contact with the federal candidate you prefer in your riding, now before the election. The successful candidate will remember the positive impression that you made before the election when you ask for their support once they are elected.

Here are some suggestions for making a positive impression that will pay off later:

1. Find out where the local candidates stand on the key federal issue that affects our industry, namely: the tax treatment of rental property. (For details, see past issues of National Outlook, available at www.cfaa-fcapi.org.)
2. Make personal contact with the candidate you prefer, to offer your support
3. Offer information about the federal issues that affect our industry
4. Donate money to the local or national campaign
5. Volunteer for canvassing
6. Offer to put up signs at your properties, and encourage other landlords to do the same (That is a huge benefit for the candidates and provides low cost "returns" for you.)
7. Ensure you are registered to vote, and vote, preferably at an advance poll

(Continued on page 5)

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CFAA 2011 Employee Compensation Survey, cont'd

(Continued from page 1)

managers in your market(s), and by how much.

Survey participants will have access to the survey reports at **substantially lower prices** than landlords who do not participate. Your compensation and benefits information will be confidential to the survey consultant. Your local apartment association will not have access to it, and CFAA will not have access to it. Only statistical averages and ranges will be provided in the reports.

The job positions that are being surveyed include the basic positions which most landlords use, such as:

- Property Manager
- Building Superintendent
- Maintenance Technician
- Cleaner and
- Leasing Agent.

Whenever possible, the survey will also include positions which are used in larger or more particular operations such as Regional Manager, Marketing Manager, Maintenance

Manager; Property Assistant Manager, Property Administrator, Legal Administrator/Paralegal, Property Accountant, Security Guard and Doorman/Concierge.

Where the data permits, the results will be stratified by company size and building size, and by building type (i.e. high-end, mid-range and affordable).

The 2011 survey should cover Halifax, Quebec City, Montreal, Ottawa, the Greater Toronto area, Waterloo, Hamilton, London, Winnipeg, Saskatoon & Regina, Calgary, Edmonton, Vancouver and Victoria.

If you are a property owner or manager with a building of 50 units or more in any of those fifteen cities (100 or more in Toronto), you should receive an invitation to participate by April 30.

As noted above, survey participants will have access to the survey reports at **substantially lower prices** than landlords who do not participate. For more information or to request to participate in the survey, please see the CFAA website at www.cfaa-fcapi.org, or contact Steven Osiel, Vice-President, Pal Benefits Inc., toll free at 1-866-969-8588 or at 416-969-8588 or at survey@palbenefits.com.

Curb Appeal: A Deal-Maker or a Deal-Breaker for Tenants

Adapted from LPMANews, the newsletter of the London Property Management Association (LPMA)

Many landlords underestimate the impact curb appeal has on a prospective tenant's decision to rent. It can motivate renters to stop at a building, or cause them to flee.

Derek Lobo, an apartment leasing specialist based in Burlington, says about 25 per cent of a resident's opinion of a property is derived from its curb appeal. "Often we'll find a renovated apartment, but the front of the building is terrible," Lobo says. "You never get a second chance to make a first impression."

Landlords who invest in renovating suites aren't maximizing a building's potential if they neglect curb appeal. Some tenants won't keep an appointment at a building if the exterior looks run-down. Instead, they make a split-second decision that they don't want to live there.

Signage

Erecting new signs can greatly improve a property's appearance, Lobo says. The graphic design should be similar to ensure a sense of uniformity from the main sign to those in the parking areas and the front entry. Old signs should not be mixed with new ones. Landlords should designate clearly marked parking spaces for prospective tenants who are visiting, and have clear signage pointing them to the rental office.

Bonnie Hoy, a Toronto-based rental consultant, believes landlords should choose a tasteful, colourful sign with their telephone number and website address. "With respect to

curb appeal, signage is still very much under-rated in this country and yet it's still your biggest form of advertising," Hoy notes.

Exterior elements

Along with choosing effective signs, landlords should keep entrances neat and well defined. Nicely landscaped flowerbeds and canopies can help to highlight an entry. Proper lighting at night draws motorists' attention to a building's signage and landscaping, particularly during the winter months when the days are short, Lobo says. It also reinforces a sense of safety in parking areas.

Parking

The parking lot is a key area, particularly if it's located in front of a building. Many tenants decide whether to rent in a building based on the condition of the vehicles in the parking lot. "If you see a car up on four blocks without wheels, it's a clear sign you don't want to be living there," Hoy says. The same is true of litter and discarded alcohol bottles, since they send the message that the property is poorly tended.

Garbage bins

If garbage containers are visible from the front of a building, and they can't be moved to the back, then landlords should conceal them with fencing. Storing garbage bins front and centre is a turn-off for prospects, Lobo says.

How landlords can gain better laws, cont'd

(Continued from page 3)

8. Volunteer to help out on election day – help voters get to the polls or be a scrutineer.

If you want to do more, then consider:

9. Hosting a fundraiser with a focus on the rental housing industry (invite your local colleagues) or

10. Lending equipment or space to the campaign.

In speaking with candidates, tell them briefly about your experience as a landlord, and then make a clear request. For example, ask them to support tax deferral on the sale and reinvestment in rental property.

In sending a letter, open by stating you are a constituent and why you are writing. In the second paragraph tell the candidate briefly about your experience as a landlord (and/

or make a point from CFAA's arguments), and then make a clear request. Finish with a thank you, and a request for a response. Include your full contact information.

In making a telephone call, let the candidate or staff person know who you are, and that you are one of their voters. Quickly describe your concern and what you want them to support. Be polite and leave your contact information. When candidates or MPs receive several phone calls on an issue they pay it much more attention.

The suggestions above also work in provincial or municipal elections. For those elections, your source of information would be your provincial or local apartment association.

If we want to be treated better as landlords, then we need to speak up and deal with candidates and politicians in ways that resonate with them, as per the suggestions above.

Addressing Bed Bug Problems

By John Dickie, President of CFAA, and Al Kemp, CEO of ROMS BC

Bed bugs present a number of challenges to residential landlords. What should landlords do to deal with reports of bed bugs and manage the challenges?

The background

Bed bugs have become widespread in recent years. Tenants who travel can easily introduce bed bugs, as they are found in hotels at all price points. Bed bugs are not caused by poor housekeeping, although clutter can make them hard to eliminate. Tenants can pick up bed bugs in public places or in other buildings and bring them into a building through no fault of their own. However, acquiring used furniture raises the risk of bringing in bed bugs.

Landlords have some choices about how much to use outside exterminators. Most

provinces only allow pesticides to be applied by a licensed pest control operator. However, some measures can be taken by landlord staff. Those include inspections, vacuuming, sealing crevices, diatomaceous earth (see box on page 6) and making beds into islands.

How proactive a landlord should be depends on how much of a problem bed bugs are in each building. Here are the challenges and how landlords can manage them.

Finding the problem early

In some buildings a landlord is wise to educate tenants on the signs of bed bugs. In other buildings it is sufficient to respond to reported bed bug appearances. In any building, some tenants may be affected but will not report an infestation. They may not notice the bedbugs or they may be afraid of the landlord's reaction. Because early detection and treatment are critical, follow these steps:

- Include in your leases a requirement to report any pests
- Pay for the inspection and the necessary two initial treatments. (See box at left).
- Inspect adjoining units after confirmed bedbug reports.
- Take action against tenants who do not report bedbugs promptly or fail to cooperate with the treatment or who bring bed bugs in more than once—they are then liable for the costs.

Containing the problem

Tenants may overreact to an infestation. They may rush to throw out their mattress, dragging it through the hallways, shedding bedbugs all the way. They may fail to destroy their infected belongings so that other people pick them up to re-use them. If a bedbug infestation is confirmed, inform your tenants:

Why are two treatments usually required?

The pesticides currently approved for use against bed bugs have little residual effect. In other words, the sprays will kill the bugs on contact, but they do not persist in the environment to kill bed bugs days or weeks later. The pesticides also do not kill bed bug eggs, which means that it is normal to need two pesticide treatments --- about 14 days apart. The first treatment kills the adults and juveniles, but leaves the eggs to "hatch". The second treatment kills the juveniles which have hatched before they can mature and lay more eggs.

(Continued on page 6)

Addressing Bed Bug Problems, cont'd

- They probably don't need to throw out their clothing, bed linens, beds or couches, and
- How to remove the items they insist on throwing out, or
- Offer to arrange to have their items removed and discarded to make sure the infestation is not spread.

Proper removal consists of tightly encasing the items so that bugs are not spread in the building, and destroying items such as mattresses and furniture to prevent bedbug movement back into the building.

Tenant preparation for extermination

The necessary preparation required to eliminate a bedbug infestation can be onerous. Tenants need to cooperate and participate and more than one treatment will likely be required. To prepare properly, most exterminators want tenants to:

- Clear everything away from walls.
- Transport all items properly.
- Launder all clothing and linen properly (especially drying all items at a high heat).

For minor infestations it may be possible to reduce the preparation, thereby making a bed bug appearance a less problematic occurrence. To take that approach,

- Arrange for a careful inspection immediately and before ANY tenant action.
- Target preparation to deal with the areas near the bed(s) and likely bedbug hiding places.
- Make the beds into islands to cut off the bedbugs' food supply.
- Follow up to verify that the targeted approach has succeeded.

In either case, arrange for assistance for elderly or disabled tenants, to ensure that the preparation is performed properly.

Dealing with legislative restrictions

In most provinces the residential tenancy law somewhat restricts landlords' ability to act quickly and decisively. Some tenants resist an inspection, sometimes delaying

your ability to enter the suite. Mandatory notices of entry can delay work when a pest control operator is ready to begin.

Taking legal action to force a tenant to prepare the suite or to evict the tenant is not an effective option, since reports of bed bugs should be addressed within days – or preferably hours. If tenants are uncooperative, inform them they could

be liable for all costs to eradicate bedbugs from the entire building, not just their suite. This has been upheld by Dispute Resolution Officers in British Columbia.

Dealing with the image problem

The public and the media do not see bedbugs as a fact of life. Generally the image will be of negligent landlords or tenants with poor housekeeping practices. This makes it more difficult to give information to tenants so that they will react correctly to an infestation.

Diatomaceous earth

Diatomaceous earth (DE) is almost pure silica. Under a microscope, it looks like shards of glass. DE works under the shell of the bed bug and punctures its body, which then dehydrates, killing the bug. DE is nontoxic. However, one should avoid inhaling the dust.

DE is typically spread in and just outside any conduits which bed bugs could use to travel between apartments (such as on electrical boxes behind plugs). DE can also be spread along baseboards out to two inches from the wall. Tenants need to be educated not to clean up the DE, as it has no effect once wiped up.

Landlords need to walk the narrow line of proactively educating tenants without causing panic or spreading false rumours – but education and factual information are the keys to success.

If you face a bed bug problem in a building and the media are seeking comment, stress these points:

- You are working diligently to solve the problem.
- Landlords do not bring bedbugs into buildings.
- Bed bugs are not caused by poor housekeeping.
- Effective treatment requires a cooperative approach by landlords and tenants
- Tenants must play their role in prevention, notification and preparation for treatment.

And finally . . .

Prepare **now** to deal with a bedbug problem. Once it occurs, it's too late to learn the dos and don'ts, how to respond to the affected tenants and what to tell other tenants. This means learning about bedbugs, and having a plan that is appropriate to your building, your staff and your communication methods with your tenants. An "ounce of prevention" has never been more valuable!

(See page 8 for the link to the presentations made at the U.S. Second National Bed Bug Summit.)

Find out what worries Canada's largest landlords

At the CFAA 2011 Canadian Rental Housing Conference in Toronto, from June 15 to June 17, the panel presentations will usually lay out techniques available from top industry suppliers, and then present the view of landlords who have used or explored the techniques. However, for some topics the entire panel will be made up of landlords. One such topic is the panel on industry profitability, which will address what are the biggest risks to profitability in 2011-12, and how to mitigate them.

Conference delegates will hear from key landlords on concerns such as

- interest rates
- energy costs
- the demand for rental housing
- the need for capital improvements and
- political risks from all levels of government across Canada.

Leave the conference knowing what keeps Canada's largest landlords awake at night, and what they are doing to manage those risks.

On June 17 seven other topics address investment and



tenant relations issues. On June 16 eight topics address facility management issues. See the conference schedule on page 2 for all the topics to be covered.

The CFAA 2011 Canadian Rental Housing Conference is a must-attend event for

- education
- networking and
- your profitability.

You can attend both days for the early registration price of \$425, or one day for \$255. Breakfast, lunch and refreshments are included on both days. See CFAA's website at www.cfaa-fcapi.org for packages including the optional bus tour of building innovations and the dinner boat cruise.

Les locataires contre les punaises de lit, cont'u

(suite de la page 1)

précoce :

- ne pas facturer le premier traitement aux locataires
- inspecter les logements voisins à la suite de toute confirmation d'infestation de punaises
- indiquer aux locataires comment on peut identifier les punaises
- prendre action contre les locataires qui ne signalent pas rapidement une infestation.

Circonscrire le problème

Certains locataires peuvent jeter leur matelas, en le traînant dans les couloirs et en répandant des punaises partout. Dès le signalement d'une infestation, le locateur ferait mieux de dire aux locataires :

- qu'ils n'ont probablement pas à jeter leur matelas ou leur divan
- comment disposer des effets qu'ils ne veulent plus.

S'assurer que les locataires fassent les préparatifs nécessaires

Les locataires doivent

- dégager tous les murs
- laver tous les effets avec soins
- transporter tous les effets correctement

- jeter des effets comme il se doit.

Gérer les problèmes d'image

Les locataires doivent jouer leur rôle, soit en faisant faire un traitement efficace de l'infestation. A répondre aux questions des médias :

Expliquer que vous êtes en train de faire un traitement efficace de l'infestation.

Indiquer que les locataires doivent également jouer leur rôle en matière de prévention et de préparation pour le traitement.

Rappeler aux gens que le locateur ne répand pas de punaises dans son immeuble.

Rappeler aux gens que les solutions nécessitent un effort collectif des locataires, des locataires, des propriétaires de maison et des gouvernements.

Obtenir de l'aide pour les locataires handicapés afin qu'ils fassent les préparatifs nécessaires.

Être ferme et respectueux dans ses rapports avec les locataires.

Conclusion

Pour gérer avec succès le problème de punaises, les locataires doivent vérifier les faits, être préparé, éduquer et former son personnel et être à la fois ferme et poli avec les locataires.

CFAA Political Update

Tax deferral Progress

As reported in November, last Fall CFAA achieved the most interest ever among MPs on the Finance Committee about tax deferral on sale and reinvestment of rental property. CFAA received questions and positive feedback from Liberals, Bloc and NDP MPs. Scott Brison, Finance critic for the Liberals, agreed to recommend the CFAA proposal to the committee. CFAA also spoke with the Conservative MPs on the committee to persuade them to support and adopt the recommendation. Unfortunately, an MP's staff person leaked the draft committee report to several lobbyists. Since issuing a final report would reveal the compromises they had made, the committee decided not to issue a report all.

The work still advanced the cause of tax deferral because of the amount of interest we raised, and also because of the contacts and meetings CFAA gained with the Liberal, NDP and Bloc Finance critics. We are optimistic that the prospects of achieving tax deferral on sale and reinvestment have increased, and that the reform can be achieved within the next several years.

New Energy Code for new construction

The new model National Energy Code for Buildings (NECB) has been approved by the Canadian Commission. Whether to adopt the model code is now up to each province. The Canadian Home Builders Association is concerned about several aspects of the new model energy code. Developers should deal with Home Builders Association in their province about the issue if they are members, or contact their CFAA member association.

Furnace upgrade requirements

As reported in November, CFAA has been monitoring proposals to increase the energy efficiency requirements for furnace and boiler replacements. The industry concern is that often in apartment buildings the higher efficiency boilers will not function properly without costly upgrades to the air circulation systems, and those upgrades would render the furnace upgrades uneconomic. Due to CFAA's submissions and other input, we understand that the proposal that went to the Minister of Natural Resources is more lenient about upgrade requirements than the original proposal. CFAA has conveyed landlords' concerns to the Minister.

Bed bug news

Twenty nine presentations made at the U.S. Second National Bed Bug Summit are available at <http://www.epa.gov/oppfead1/cb/ppdc/bedbug-summit/2011/2nd-bedbug->

[submit.html](#), or by a google search of "EPA bed bug summit 2011".

REIT taxation reforms

During the early Fall, CFAA and the Real Property Association of Canada (REALpac) asked the government to allow REITs more flexibility to add related property or business lines without affecting their status as a REIT.

In December the government responded with measures which include:

- Allowing REITs to earn up to 10% of their income from non-qualifying sources (up from 5%);
- Including capital gains in the definition of income for applying the foregoing and other income tests;
- Allowing REITs to hold up to 10% of their property as non-qualifying REIT property; and
- Ensuring that revenue distributed to a REIT, by an entity in which the REIT has a significant interest, will retain its character for tax purposes.
- The link to the full release is www.fin.gc.ca/n10/10-125-eng.asp.

CFAA Thanks its 2010 Allied Members!

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www.metcap.com



www.myidealhome.com



www.yardi.com



www.canadianapartmentmagazine.ca



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