



Canadian
Federation of
Apartment
Associations

Fédération
canadienne des
associations
de propriétaires
immobiliers



May 2012

National Outlook

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Reforms to CMHC could hit rental housing owners

By John Dickie, CFAA President

The business media have reported that the federal government intends to bring CMHC under the supervision of the Finance Department and the Office of the Superintendent of Financial Institutions (OSFI) – Canada’s top financial regulators. What the media have not noted is the effect which related reforms to CMHC could have on rental housing owners.

Finance Minister Flaherty has stated his intention to stop CMHC from providing portfolio insurance to banks on low-ratio loans. He wants CMHC “to focus on high-ratio insured lending for home ownership and rental construction and acquisition, as well as its social and affordable housing responsibility.” Discontinuing portfolio insurance will probably

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Rental Housing Conference 2012—register by June 1

Some of Canada’s most prominent landlords and industry experts will converge on Vancouver from June 13 to 15 for the CFAA Rental Housing Conference 2012, Canada’s premier event in the rental housing industry.

The 2012 Conference will offer delegates a chance to hear from a diverse roster of speakers during two days of education sessions related to investment, facilities management and tenant relations. Two educational topics will be offered during each time slot. All topics have been tailored toward the interests of rental housing executives, investors, managers and hands-on owners.

Education sessions at the CFAA conference are intended to help industry professionals

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Les réformes de la SCHL pourraient toucher les propriétaires de logements locatifs

de John Dickie, président, FCAP

Les médias spécialisés en commerce rapportent que le gouvernement à l'intention d'amener la SCHL dans le giron du ministère des Finances et du Bureau du surintendant des institutions financières (BSIF) — les deux principaux organismes de réglementation financière du Canada. Ce que les médias n'ont pas relevé, c'est l'effet que pourraient avoir les réformes de la SCHL sur les propriétaires de logements locatifs.

Le ministre des Finances Jim Flaherty a exprimé son intention d'empêcher la SCHL de fournir de l'assurance de portefeuille aux banques pour les prêts à faible quotité. Il souhaite que la SCHL “se concentre sur les prêts assurés à haute quotité pour l'accès à la propriété, à la construction et à l'acquisition de logements locatifs, ainsi que sur ses responsabilités pour les logements sociaux et abordables.” La discontinuation de

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CFAA Allied Members:

Gold

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

Silver

- Cohen Highley LLP
- Excel Collection Services
- Noble Building Maintenance Supplies
- Pattison OneStop
- Places4Students.com
- Visa

Bronze

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

Reforms to CMHC cont'd

(Continued from page 1)

raise the cost of borrowing through uninsured low-ratio mortgage loans by an amount in the range of 25 to 50 basis points (i.e. 1/4 to 1/2 of 1%). See the box.

Another issue that could be ignored in the government's rush to reform CMHC is that many for-profit rental housing providers take out low ratio loans to finance capital improvements to rental buildings, or to access funds for other purposes. The owners use CMHC insurance on loans with loan-to-value ratios of 50% or 60% or 70%, not just at ratios above 80%. To minimize the cost of borrowing, rental owners want CMHC to continue to provide mortgage insurance on low-ratio loans secured on rental properties.

In fact, matters could go even further. On April 27, the *National Post* reported that Minister Flaherty told the newspaper's editorial board that he would consider taking CMHC out of the mortgage default insurance business altogether. Minister Flaherty said that it is not essential that a government backed institution provide mortgage insurance to Canadians, provided mortgage insurance is available at a reasonable cost. Flaherty did not offer a timeline for this possible decision.

Removing CMHC from the mortgage default insurance market would result in higher borrowing costs since currently the CMHC guarantee brings with it the government's guarantee, and that reduces borrowing costs for rental housing providers and homeowners. (The government currently guarantees 90% of the risk of the private mortgage insurers as well.)

CFAA is in touch with the Finance Minister and key Finance Department officials to seek to ensure that the changes to CMHC's operations do not negatively affect rental housing providers. CFAA is advocating for CMHC to remain a back stop for lending for rental housing, both for high ratio and low-ratio mortgage loans.

Portfolio insurance

What is known as portfolio insurance is insurance on a group of low-ratio loans secured on homes, which loans are not currently insured on an individual basis. The chartered banks have obtained substantial amounts of portfolio insurance over the last few years, mostly in order to securitize the loans. In February 2012, CMHC began to slow down the issuance of portfolio insurance through an allocation process. If portfolio insurance is discontinued, the banks are likely to charge somewhat higher interest rates on low-ratio lending than they would otherwise. The banks would have a smaller amount of total funds to lend since the securitization has a positive effect on their capital ratios, but is more difficult and expensive to achieve without the portfolio insurance.

The reforms may even be an opportunity to improve the relative position of the rental housing sector. For CMHC to stop insuring mortgages for home purchases could be a good thing for the rental housing sector. The government guarantee results in lowered costs for homeowners, and can result in less stringent selection criteria, thus drawing more households into home ownership and out of the rental market. In the United States, unduly low rates and unreasonably loose selection criteria promoted by Fannie Mae and Freddy Mac resulted in the housing market meltdown. (Fannie Mae and Freddy Mac are the American equivalent of CMHC).

U.S. policy makers have concluded that home ownership received undue incentives, whereas rental housing is better for labour mobility and the economy. In the U.S., the intention seems to be to roll back Fannie Mae and Freddie Mac from facilitating homeownership, while leaving intact their support for the rental housing sector (through mortgage loan guarantees). That would be an ideal result for Canadian rental housing providers.

Changes in prostitution law impact on landlords

By Krista Johnston, CFAA Communications Coordinator

On March 26, 2012, the Ontario Court of Appeal ruled that sex trade workers can legally operate brothels or "bawdy houses", and hire staff to protect themselves, including drivers and bodyguards.

If brothels are deemed legal, municipal governments will have to begin licensing and regulating brothels. Brothels could be included under the home-based business provisions in most zoning bylaws, thereby impacting on landlords.

The appeal stemmed from the fact that prostitution was and is not illegal in Canada, although several activities surrounding it were. These discrepancies in the Criminal

Code of Canada led three sex trade workers to challenge the bawdy house law, alleging that it interferes with their Charter right to take basic safety precautions while at work.

In 2010, an Ontario Superior Court judge ruled in favor of the sex trade workers, and struck down three prostitution laws. Those laws included communicating for the purpose of prostitution, running a brothel and living on money earned by a prostitute ("living on the avails of prostitution"), a law meant to curb exploitive relations between sex workers and pimps.

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Prostitution reforms impact on landlords, cont'd

In March, all five judges on a special panel of the Ontario Court of Appeal struck down the law governing bawdy houses, and permitted sex workers to pay employees from their earnings in commercially fair situations (although the prohibition would still apply in circumstances of exploitation). Three of the judges ruled against permitting sex workers to communicate with prospective clients in public, although two judges would have allowed that too. The Court of Appeal then suspended the enforcement of its judgment for one year to allow the federal Parliament to bring the prostitution laws in the Criminal Code into compliance with the Charter of Rights.

Last month, the Harper government announced it would seek leave to appeal the decision about “keeping a common bawdy house” to the Supreme Court of Canada. If the Supreme Court either refuses to hear the appeal, or upholds the Ontario decision, brothels will be considered legal not only in Ontario, but all across Canada.

Effects on rental housing providers

If legalized, some municipalities may limit brothels to red light districts. Others could space them out, like group

homes. However, depending on municipal zoning, some brothels could legally be run out of homes, which could include apartments in the multi-residential sector.

Until now, landlords have stopped tenants from running brothels out of their rental units. In Ontario, landlords have usually done that by applying to evict for an illegal act. However, if the Ontario Court of Appeal decision stands, Ontario landlords will not be able to evict on the basis of an illegal act. They will have to rely on their tenants breaching zoning bylaws or on substantial interference with the reasonable enjoyment of other tenants. In other provinces, operating any business in the rental unit could well be a violation of a tenant’s lease, which a landlord could enforce as a term of the lease. (In Ontario, landlords cannot evict for breaches of a lease in and of themselves; rather Ontario landlords have to prove an illegal act, or a substantial interference with another tenant or another specific ground listed in the Residential Tenancies Act.)

CFAA will keep members updated regarding the prostitution laws since they may impact on tenants and landlords.

Problems with student housing can affect all landlords

By Krista Johnston, CFAA Communications Coordinator

With enrollments at Canadian colleges and universities steadily increasing, and students now beginning their post-secondary education at age 18 in Ontario, many communities are finding themselves in the middle of ongoing resident-student conflict.

In the media, acts of student civil disobedience have made front-page headlines on numerous occasions over the last year. On St. Patrick’s Day, for example, a five-hour riot took place in the streets of London, Ontario, near Fanshawe College. The riot saw hundreds of youths set fire to cars on London’s city streets and attack police and firemen who tried to intervene. In the end, 11 people were arrested, including 7 college students, and \$100,000 in damage was caused.

Similar incidents of rioting also occurred in Vancouver at the end of the Stanley Cup playoffs, and in Quebec following the announcement of post-secondary tuition hikes. Over-the-top street partying has become another concern for long-term residents in many student-populated neighbourhoods, including those close to the University of Ottawa and Queen’s University in Kingston.

Student misbehaviour has historically generated its fair share of outrage from nearby residents. However, society’s response to this conflict has become much softer than it used to be. The lack of space in on-campus housing, coupled with rising enrollments, has also led to more youth

seeking accommodation in the private rental market. Due to this, long-term residents in many university communities are fighting to take back control of their neighbourhoods. In Ontario municipalities, such as Oshawa, London and Waterloo, this resident reaction triggered landlord licensing for many landlords in the community, whether or not they rent to students.

The licensing, which tends to apply to low-density, off-campus student housing, requires landlords to pay substantial fees to the municipalities (including hefty per-unit fees and annual renewal fees). In many cases, landlords must also provide proof of ownership for their properties, as well as police record checks, floor plans (illustrating the size of each room to be rented), parking plans, garbage plans and proof of insurance.

In Ottawa, the City is looking to address the street noise generated by students in a way that does result in them receiving a criminal record. The City is now looking at how its bylaw enforcement can play a larger part in the issue, as well as engaging student associations and landlords. The Eastern Ontario Landlord Organization (EOLO) is acting proactively to try to keep licensing off the table.

In some provinces, the Residential Tenancies Act makes student behaviour problems hard to solve. In Ontario particularly, disturbing neighbours is not a ground for

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CFAA Rental Housing Conference 2012, cont'd

(Continued from page 1)

run their operations more effectively and efficiently, as well as to introduce them to new and useful products. During the panel discussions, CFAA seeks to present landlord perspectives about the information from experts or suppliers.

2012 highlights – topics & speakers

CFAA is pleased with the return of Benjamin Tal, Managing Director at CIBC World Markets, to the Investment Conference on Thursday, June 14. Hailed as the top speaker of 2011, Benjamin will address what is happening in the world, the U.S and the Canadian economies, and the impact those forces will have on employment, interest rates, labour markets, rental markets, and rental housing asset markets across Canada.

The Investment Conference will also offer a panel discussion on Risks to Industry Profitability in BC and across Canada. During this topic, Mark Kenney of CAPREIT, Scott Ullrich of Gateway and David Horwood of Effort Trust will address what they see as the main risks to industry profitability and what they are doing to mitigate those risks.

The demand for student housing will also be addressed on June 14. Phil Milroy of Westcorp, Andrew Parr of UBC Student Housing, John Lynch of CMHC, and Richard Brown of Ecom Media, will discuss the design and amenities needed for successful student housing off-campus, as well as operational issues, effective marketing and CMHC financing.

See page 5 for a full list of topics and speakers (as of May 14).



Left: 600 Drake Street managed by Concert Properties.

On June 15, CFAA will present another full day of educational topics during the Facilities Management Conference. As one of eight topics, delegates will hear about landlord-tenant dispute resolution processes across Canada, and will meet Cheryl May, the new Executive Director of the BC Residential Tenancy Branch, who replaces Suzanne Bell. The session will also include Michael Gottheil of the Social Justice Tribunals of Ontario/Landlord and Tenant Board, and Dale Beck of the Saskatchewan Office of Residential Tenancies.

High-rise repairs, including leaky building solutions, will be addressed by Ted Denniston of Halsall Associates, Lisa Devan of CAPREIT, and Martin Zegray of Realstar. During this topic, panelists will touch on several building repair elements, including how best to handle tenants during repairs and how the work (or failure to do the work) would impact on property value for sale purposes.

CFAA Bus Tour highlights building innovations

CFAA's Building Innovations Bus Tour on June 13, is a great way for delegates to network before the CFAA conference and take in the sights of downtown Vancouver. It also provides an inside track into some of the city's distinctive rental housing styles and building innovations.

The 2012 tour will stop at:

Metropolitan Towers – a premier mixed-use facility managed by Gateway Property Management that includes 430 luxury suites.

600 Drake Street – a 12-storey high rise operated by Concert Properties offering contemporary studios and one-bedroom suites, totaling 192 apartments.

Nicola Place – an older but luxurious rental building managed by Hollyburn Properties featuring completely renovated suites, new appliances, hardwood floors, contemporary cabinetry and retrofitted heating and hot water systems.



Above: Metropolitan Towers managed by Gateway Property Management.

Left: Nicola Place managed by Hollyburn Properties.



CFAA Rental Housing Conference 2012

CFAA Investment Conference, June 14—topics & speakers	
Cross Canada Reports – what new rules and requirements may come to your city next CFAA directors from across Canada Darren Henry, Gottarent	Major rental housing sales Canada wide Tony Manganiello, Cushman & Wakefield Mark Goodman, The Goodman Report Tim Sommer, Cushman & Wakefield
Economic update for 2012 and 2013 Benjamin Tal, CIBC World Markets	Population trends in Vancouver & Canada Peter Norman, Altus Group
Risks to industry profitability in BC & across Canada Mark Kenney, CAPREIT Scott Ullrich, Gateway David Horwood, Effort Trust	Seniors housing as a growing niche – developments & operations Samir Manji, Amica A developer (TBA) A lender (TBA)
Innovations in creating value Jason Ashdown, Skyline REIT Peter Altobelli, Yardi Systems David Polisi, Manaya Marketing Solutions	Student housing – design, operations, marketing & CMHC financing Phil Milroy, Westcorp Andrew Parr, UBC Student Housing Richard Brown, Ecom Media John Lynch, CMHC
CFAA Facilities Management Conference, June 15—topics & speakers	
High-rise repairs , including leaky building solutions Ted Denniston, Halsall Associates Lisa Devan, CAPREIT Martin Zegray, Realstar	Disturbing tenants – how to help them, other tenants & yourself Al Kemp, ROMS BC Kristin Ley, Cohen Highley Alex Creighton, Devon Properties
Cost-effective building repairs (low-rise) Brian Benson, Morrison Hershfield Don Hazleden, Morrison Hershfield Jeff Hayes, Lantern Properties	Employee motivation & compensation Steven Osiel, Pal Benefits Maureen McMahon, Gateway Bonnie Hoy, Bonnie Hoy & Associates
Innovations in facilities management & tenant relations Nathaniel Brevard, WegoWise Luke Smeaton, Halsall Associates Leonard Pianalto, Read Jones Christoffersen Surana Baptiste, Suite Collections Canada	Landlord-tenant dispute resolution – what's new & what's done across Canada Cheryl May, BC Residential Tenancy Branch Michael Gottheil, Social Justice Tribunals of Ontario/Landlord & Tenant Board Dale Beck, Saskatchewan Office of Residential Tenancies
Bed bug extermination – biology and preventative, targeted & heat treatments Brett Johnston, Assured Environmental Solutions Greg Kunderman, Heat Assault	Green issues , including waste diversion & disposal Sean Hepple, Waste Management of Canada Kris La Rose, Metro Vancouver

Dinner boat cruise offers views of Vancouver coastline

Although many delegates attend the CFAA Conference for educational purposes, many also enjoy the social component. This year, CFAA has partnered with the British Columbia Apartment Owners & Managers Association (BCAOMA) to provide enhanced networking opportunities during a Dinner Boat Cruise on June 14. As one of the Vancouver's largest charter boats, the *Queen of Diamonds* will offer sight-seeing opportunities from three large decks, including a 3,000-square-foot open deck on the top level, which presents 360-degree views.

For more information about the conference networking, educational topics and speakers, please visit the CFAA website. For registration information, contact admin@cfaa-fcapi.org or call 613-235-0101. Register online at www.cfaa-fcapi.org.

CFAA direct landlord membership campaign now underway

In the rental housing sector, the federal government collects 42% of the total taxes, pays 37% of the housing subsidies, and provides 28% of the energy incentives. But the rental housing industry currently allocates only 5% of its association resources to the federal level.

As landlords, we need to focus more attention on the federal level of government. Canada's home builders do. Canada's realtors do. American landlords do. Landlords in Canada need to too.

Acting in their role as CFAA directors, the leaders of your provincial and city landlord associations have agreed that landlords should put more resources into federal advocacy, and should do it by joining CFAA directly. With this move, CFAA intends to expand its national representation and its ability to speak for the interests of landlords from coast to coast.

With the direct involvement of landlords of all sizes, CFAA can make a difference for the rental housing industry.

The main benefits of direct landlord membership in CFAA are:

- Stronger advocacy to improve federal tax laws and national housing and energy policies and incentives
- Stronger advocacy to reduce the spread of municipal and provincial measures contrary to the interest of rental housing providers

Other benefits will include:

- Quicker and more detailed notice of changes to government programs
- Direct, advance notice of CFAA events and CFAA service offerings, such as the CFAA Employee Compensation Survey and Rental Housing Conference
- Membership services as called for by the direct landlord members

For more information, please view the membership section of the CFAA website, www.cfaa-fcapi.org or contact Krista Johnston, tel: (613) 235-0101 or communication@cfaa-fcapi.org.

CFAA forges new partnership with Rental Housing Business Magazine

The Canadian Federation of Apartment Associations is excited to unveil its partnership with *Rental Housing Business (RHB) Magazine*, an industry publication for Canada's apartment owners, managers and association executives. The publishers are Marc Coté and Juan Malvestitti, who have a long and successful history of producing and expanding publications for the rental housing industry. CFAA is very pleased to be partnering with Marc and Juan on this important work.

CFAA will provide articles and other content for *RHB Magazine*, which will be distributed to rental housing providers across Canada six times per year. Through our member associations, CFAA will coordinate the inclusion of material affecting the rental housing industry, including stories, events and news from across Canada.

While *RHB* will cover issues from an industry perspective, CFAA's newsletter, *National Outlook*, will remain more political in nature and continue to inform landlords about how they can take action through their associations. It will also inform landlords in more detail about the issues on which CFAA is working on behalf of its members.

As a member of CFAA or one of its associations, you are entitled to receive complimentary copies of both *Rental Housing Business Magazine* and *National Outlook*.

If you would like to receive *RHB Magazine* every two months without fail, please send your mailing address to admin@cfaa-fcapi.org or phone Krista Johnston at 613-235-0101. You can also contact Krista about receiving electronic versions of *National Outlook* directly.

RHB
RENTAL HOUSING BUSINESS

Les réformes de la SCHL pourraient toucher les propriétaires de logements locatifs, cont'd

(Continued from page 1)

l'assurance de portefeuille fera sans doute augmenter les coûts d'emprunt des prêts hypothécaires à faible quotité d'environ 25 à 50 points de base (p. ex. d'un quart à un demi de 1%) (voir encadré).

Et voici une autre problématique qui pourrait passer sous le radar dans la hâte de réformer la SCHL : de nombreux fournisseurs de logements locatifs à but lucratif souscrivent des prêts à faible quotité pour financer les améliorations locatives de leurs immobilisations ou pour obtenir des fonds à d'autres fins. Les propriétaires de logements locatifs ont recours à l'assurance de SCHL pour les prêts dont la quotité de financement est de 50%, de 60% ou de 70%, et non seulement des quotités de plus de 80%. Les propriétaires de logements locatifs souhaitent que la SCHL continue d'offrir de l'assurance-prêt hypothécaire pour les prêts à faible quotité obtenus pour des propriétés de logements locatifs.

En fait, cela pourrait avoir une plus grande portée. Le 17 avril dernier, le quotidien *National Post* a rapporté que le ministre Flaherty avait dit au comité de rédaction du journal qu'il considérerait retirer définitivement la SCHL du marché de l'assurance-prêt hypothécaire. Le ministre Flaherty a précisé qu'il n'était pas nécessaire pour un organisme public d'offrir de l'assurance hypothécaire aux Canadiens. Il n'a pas mentionné d'échéance pour cette décision, mais a indiqué qu' "une liste d'organismes de la Couronne faisait l'objet d'un examen."

Retirer la SCHL du marché de l'assurance-prêt hypothécaire entraînerait une hausse des coûts d'emprunt puisque la garantie de la SCHL comporte également la garantie du gouvernement et cela réduit les coûts d'emprunt des fournisseurs de logements locatifs et des propriétaires de maison. (Par ailleurs, le gouvernement garantit actuellement 90% du risque des assureurs hypothécaires privés.)

La Fédération est en contact avec le ministre et des fonctionnaires clés du ministère des Finances afin de

L'assurance de portefeuille—L'assurance de portefeuille constitue une assurance d'un ensemble de prêts hypothécaires à faible quotité qui ne sont pas actuellement couverts par une assurance individuelle. Les banques à charte ont obtenu des montants substantiels d'assurance de portefeuille au cours des dernières années, surtout afin de titriser des prêts. Depuis février dernier, la SCHL émet de moins en moins d'assurance de portefeuille dans le cadre d'un processus d'allocation. Si l'assurance de portefeuille est éliminée, les banques vont vraisemblablement imposer des taux d'intérêt plus élevés sur les prêts à faible quotité qu'elles ne le feraient autrement. Les banques disposeraient également d'un fonds de prêt réduit puisque la titrisation a un effet positif sur leur ratio de fonds propres. Toutefois, il est plus dispendieux et difficile à constituer sans une assurance de portefeuille.

s'assurer que les changements apportés aux activités de la SCHL n'aient pas de conséquences négatives sur les fournisseurs de logements locatifs. La Fédération demande à ce que la SCHL demeure le point d'appui des prêts hypothécaires à haute et à faible quotité.

Les réformes peuvent même fournir l'occasion d'améliorer la position relative du secteur du logement locatif. Si la SCHL cesse d'assurer les hypothèques pour l'achat de maisons, cela pourrait être profitable au secteur du logement locatif. La garantie du gouvernement réduit les coûts des propriétaires de maison et peut faire en sorte que les critères de sélection soient moins rigoureux et incitent ainsi les ménages à délaissier le marché locatif pour accéder à la propriété. Aux États-Unis, des taux d'intérêt excessivement bas et des critères de sélection exagérément laxistes publicisés par Fannie Mae et Freddy Mac ont provoqué l'effondrement du marché résidentiel. (Fannie Mae et Freddy Mac sont les équivalents américains de la SCHL.)

Les décideurs politiques américains ont conclu que l'accès à la propriété bénéficiait de mesures incitatives excessives, tandis que le marché du logement locatif favorise la mobilité de la main-d'œuvre et l'économie. Aux États-Unis, l'intention semble d'être de réduire le pouvoir de Fannie Mae et de Freddy Mac dans le financement de l'accès à la propriété, tout en laissant intact leur soutien au secteur du logement locatif (sous forme de garanties de prêts hypothécaires). Ce résultat serait idéal pour les fournisseurs de logements locatifs canadiens.

Student housing issues affect all landlords, cont'd

(Continued from page 3)

termination, which means that a realistic threat of termination cannot be used as means of control over that tenant misbehaviour. Under their residential tenancy laws, rental housing providers in Saskatchewan and other provinces are in a better position to prevent bad behaviour which disturbs neighbours. Regardless of provincial or municipal legislation, it behooves landlords to address student behaviour issues as best they can.

During the CFAA Rental Housing Conference 2012,

property owners and managers can learn more about Student Housing on June 14, and about dealing with disturbing tenants on June 15. See page 5 for details.

CFAA and its member associations are continuing to work toward a better resolution than landlord licensing in Ontario and across Canada. By public efforts to address the problem, and vigorous efforts to resolve issues quickly and effectively within existing law, rental housing providers can improve their political position on this issue.

Upcoming Events Across Canada

Night at the Races – May 16

Toronto, Ontario

The Greater Toronto Apartment Association is hosting a Night at the Races at the Woodbine Race Track. Attendees will catch all the excitement of the races as well as enjoy an evening of dinner, betting on the horses, a 50/50 draw, slot machines and group visits to the paddock. This event is for GTAA members only. For more information, email lfisher@gtaaonline.com.

Best Practices for Landlords 101 – May 22, Vancouver, BC

Designed from the experience of countless landlords and managers, this seminar will show how the pros screen tenants, and how to have a successful tenancy. Topics covered will include, establishing tenant criteria, showing your rental units, taking applications, conducting due diligence, privacy and information protection, checking references, credit checks, avoiding discrimination, completing a tenancy agreement, rules and regulations during a tenancy, and pets in tenancies. Cost is \$45 for members of the British Columbia Apartment Owners and Managers Association and \$90 for non-members. For event details, visit www.bcaoma.com.

Tenancy Management Workshop – May 24, Victoria, BC

The business of a being a landlord requires that you know the “rules.” This workshop covers all the steps, including tenancy agreements, condition inspections, pets, security deposits, solving problems, ending tenancies and more. This event will be held at the office of the Rental Owners and Managers Society of BC. This members-only event will take place from 9 a.m. to 1 p.m. The cost is \$29 plus HST. It will also be held online on May 23, from 2 p.m. to 5 p.m. For more information, visit www.romsbc.com.

2012 FRPO Golf Classic – May 30, Markham, Ontario

Registration is now open for the Federation of Rental-housing Providers of Ontario 2012 Golf Classic. The annual event will take place at the Angus Glen Golf Club in Markham. For registration information, contact info@frpo.org.

Awards Gala – June 7, Calgary, Alberta

The Calgary Residential Rental Association’s 9th Awards Gala will take place on June 7. The evening of industry recognition for excellence is being held at the Carriage House in Calgary. For more details, call 403-265-6055.

Charity Golf Tournament – June 8, Victoria, BC

Property owners and managers are invited to take part in a charity golf tournament hosted by the Rental Owners and Managers Society of BC. The annual tournament will be held at a unique nine-hole course set on the beautiful shores of Prospect Lake. Proceeds from the event will support the Victoria Cool Aid Society. Advanced registration is required. Cost is \$379 per foursome, or \$95 per person. The tournament will commence at 3pm at the Prospect Lake Golf Course, Victoria. For more info, contact ROMS BC at 1-888-330-6707 or info@romsbc.com.

CFAA Rental Housing Conference 2012 – June 13-15 Vancouver, British Columbia

The CFAA 2012 Canadian Rental Housing Conference will be held from June 13 to 15 in downtown Vancouver. Leading professionals and rental housing executives will share their knowledge, advice and expertise on topics relating to Rental Housing Investment (on June 14), and Facilities Management and Tenant Relations (on June 15).

The 2012 Conference will begin with a Building Innovations Bus Tour (on June 13). The British Columbia Apartment Owners and Managers Association (BCAOMA) will combine its annual Dinner Boat Cruise with the CFAA Conference to provide an enhanced networking experience on June 14. Register immediately in order not to miss out!

Note: For events after June 8, see Rental Housing Business Magazine. If you do not receive a copy of RHB by mail by June 5, send your mailing address to admin@cfaa-fcapi.org so that CFAA can send you a link to the electronic version, and ensure you receive the printed version of RHB in the future!

CFAA Thanks its 2012 Allied Members!

Gold Allied Members:



www.myidealhome.com



www.yardi.com



www.rogers.com/cma

Silver Allied Members:

Cohen Highley LLP
Excel Collection Services
Noble Building Maintenance Supplies
Pattison OneStop
Places4Students.com
Visa

Bronze Allied Members:

Bentall Kennedy (Canada) LP
H&S Buildings Supplies
Rent Check Credit Bureau



Fédération
canadienne des
associations
de propriétaires
immobilières

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