



FRPO
MAC AWARDS

2021 EVENT GUIDE

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3 STRATEGIES RESIDENTIAL PROPERTY MANAGERS SHOULD CONSIDER IN 2022

The steady growth in Canadian real estate is a welcome sign of recovery from pandemic-driven slowdowns. This rebound has spurred the re-examination of three strategies to help businesses prepare for the new decade of connections with residents, staff, and owners.

More marketing

According to the 2020 Multifamily Tenant Preference Survey, when apartment hunting almost 70% of respondents visit a landlord's website, almost half say it influences their decision, and most list online portals as a desired tool for tenant/landlord transactions. Overall, residents want a seamless renting experience that can only be supported by a fully automated lead-to-lease process.

Empowering staff

A recent study shows 22% of Canadian workers want to work entirely from home, while 40% want a hybrid environment. A key element that is gaining momentum for talent retention and management is virtual learning. There are existing cloud-based solutions that deliver creative learning options to fuel career growth, without adding IT resources.

Rethinking environmental, social, and governance

ESG data and its tie to energy efficiencies have become more widely available and its potential to influence business performance, from energy management to risk assessment, will only increase over time. Platforms that offer real-time data and transparency across your portfolio will be the secret to enhancing energy strategies.

Solid marketing, professional development, and ESG plans will serve as competitive differentiators for residential businesses in 2022. But transitioning successfully to the new paradigm of property management will also rely on leveraging advanced technology and software applications.

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Federation of Rental-housing
Providers of Ontario

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Every nomination tells a unique story



Tony Irwin
President & CEO, FRPO



It's finally here! Our biggest event of the year which allows us to recognize the accomplishments our members have achieved throughout the year. Although we are unable to celebrate in person, we thank you all for joining us virtually "one more time." With seemingly the worst behind us we are headed down the road to recovery and all indications are pointing us in the right direction!

I'd like to start off by thanking you all for your hard work, dedication, and unwavering support. I am proud of our community across Ontario for coming together and showcasing our industry's strong values, which have helped navigate us through the past year and a half. You have demonstrated a proven commitment to providing exceptional housing accommodations and services to your residents, I can say with certainty you all take great pride in what you do, and it shows.

From individual to renovation awards, every nomination tells a unique story. Each year we see our applications grow, new projects, demonstrated philanthropy within your communities, rental housing providers and staff

who have excelled in their roles and more! Thank you all for sharing these outstanding submissions with us and our esteemed panel of judges. Congratulations to the finalists and winners in each category!

Today, we are proud of our long history of providing safe, secure, and equitable housing for the people of Ontario. As we move forward our purpose will always guide us- the future lives here!

Stay safe and I look forward to seeing you all in person in 2022.

Rogers is a proud sponsor
of the FRPO MAC Awards.

Congratulations to all
of the finalists.



A DEDICATED FOCUS ON SUSTAINABILITY

Another year end is quickly approaching and it is time once again to celebrate with FRPO and all of the members and nominees with the 2021 FRPO MAC Awards. It has been another challenging year for many but these times have also provided many opportunities. Technology is more important than ever in our daily work and home lives, and the importance of ensuring valued employees are taken care of is key!

Since 1946, Coinamatic has been committed to understanding the needs of customers and delivering best-in-class service. We continually reflect on our products and services and the value that we bring to our Clients and the residents living in their buildings. In keeping with evolving resident needs, we introduced Luxor One package management solutions earlier this year with exciting parcel locker and parcel room technology!

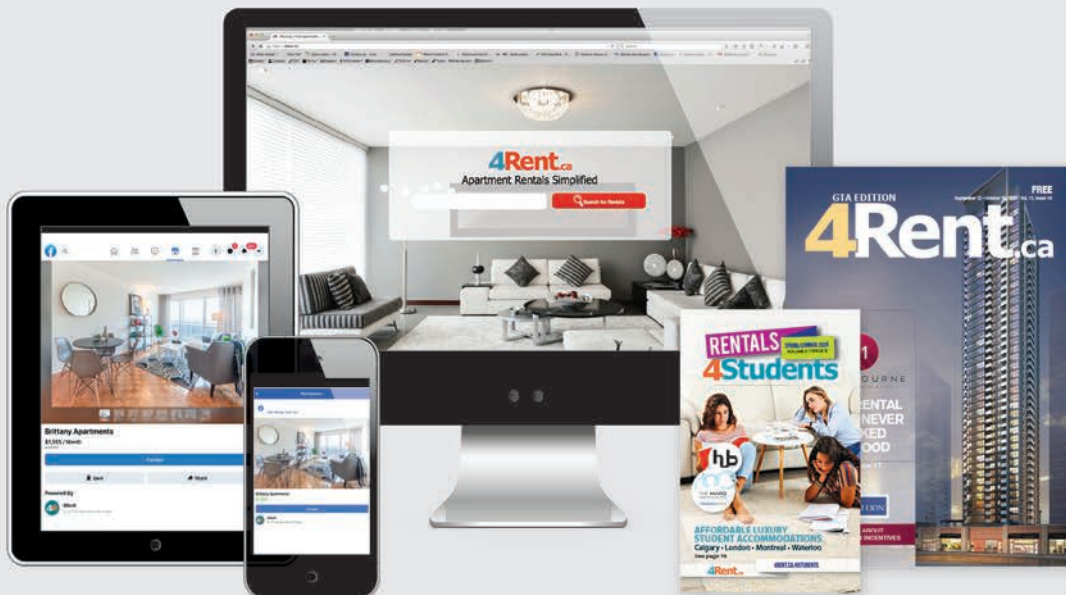
We continue to enhance our digital payment technologies for vended laundry using our Coinamatic CP Mobile App, and we have been excited to launch enhancements to our ServiceMax systems! In 2022 our focus will also be on connected rooms bringing a wealth of information to our Clients.

As a company we are focused on sustainability. Laundry is our business but sustainability is woven into our fabric. It isn't an outcome but an ongoing process of finding ways to do things better! This practice will not only help us find new and innovative ways to serve our customers, but provide a safe and healthy work environment for our world class teams, protect the environment, and position our company for the future! We look forward to serving the FRPO members in 2022 and beyond!

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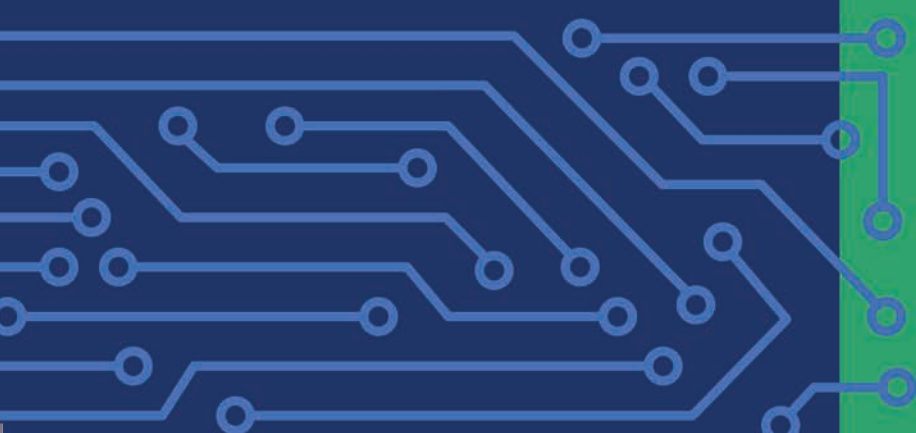
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As a team of proud Canadians, we have grown to become a leading technology and media company. We strive to provide the very best in wireless, residential and media services to our clients and customers across the country.

In Major Accounts, we provide innovative solutions, long-term results and future-proof strategies that always deliver.

Our Residential team offers a variety of options to keep residents in your community connected. On an individual basis, residents can choose internet and/or TV packages best suited to them, along with further

customization opportunities that include Smart Home Monitoring, Home Phone and more.

Additionally, Major Accounts offers bulk pricing through contractual agreements with Building Owners or Condo Boards. Bulk pricing agreements provide access to significant savings for residents.

In the New Construction market, we ensure new home construction communities have the most up-to-date distribution systems while providing clients access to exclusive residential packages and benefits such as bulk internet savings, wiring upgrades and smart-home applications. Additionally, we work with commercial partners to find solutions that meet clients' varied needs, including in-suite hotel entertainment, dependable WiFi within student residences and campuses, as well as interactive terminals in long-term care facilities and retirement homes.

Major Accounts' strength is in numbers and decades of experience – with over 100 team members, we are here to support you with all of your inquiries.

Congratulations to the 2021 MAC Award winners!

The Byng Group is proud to support FRPO and their members.
From our Family to yours, Happy Holidays and Congratulations!





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Celebrating this year's achievements



Allan Drewlo
FRPO Chair of the Board

Our Annual MAC Awards is a day our entire membership looks forward to, organizations of every size are represented, from small property owners to large and industry suppliers. This sophisticated event is designed to acknowledge and celebrate our industry's achievements over the past year. As FRPO Chair I feel so fortunate to stand before our members and sponsors who, through their involvement, dedication and hard work have shaped our association and made it so successful.

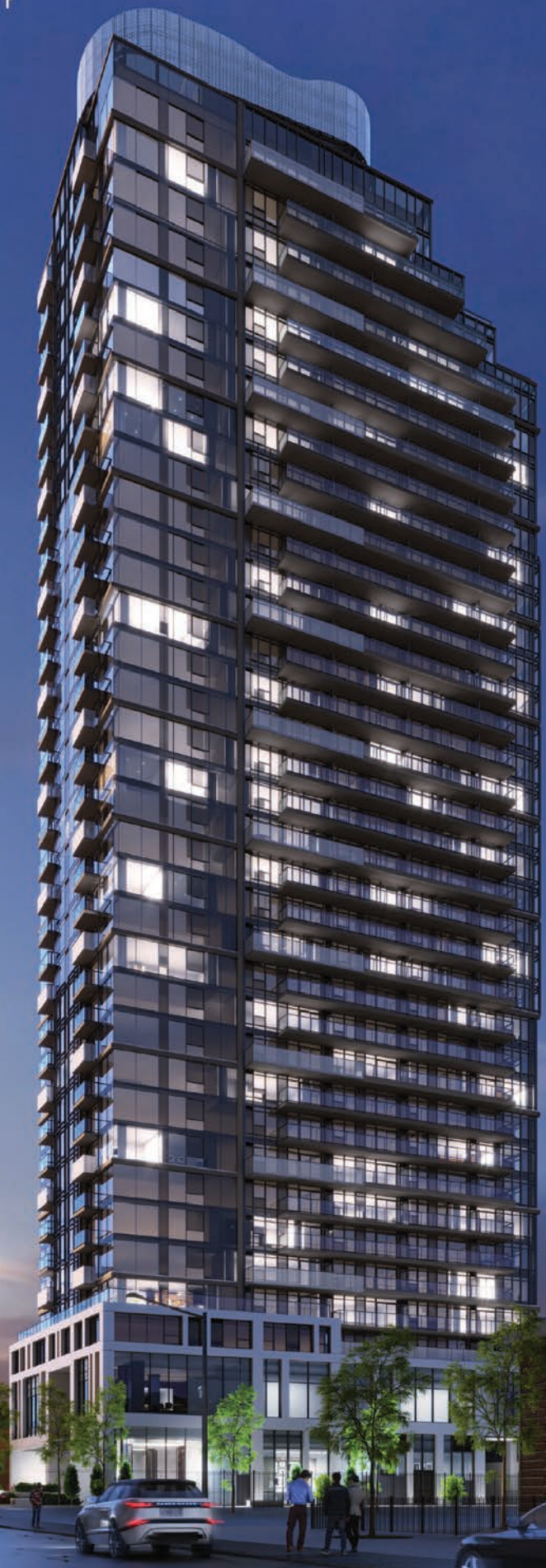
I would like to thank our industry for showing such resiliency during a time of uncertainty. You continue to provide excellent resident services and experiences, make improvements to your residential operations, manage current projects, and seek future building opportunities, just to name a few. I am proud of the work we have done over the past year; we are a strong professional community. I am confident as we move forward in our recovery process, that together we can confront any challenges that might come our way.



Although we were not able to gather in person this year, we thank you for joining us virtually. We have an amazing, interactive presentation lined up for you and there are many significant accomplishments to celebrate!

A lot goes in to putting together an event of this magnitude and to that end I would like to express my gratitude and thanks to the FRPO staff, sponsors, and today's attendees.

Congratulations to the 2021 nominees and winners in each category!





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A DIGITAL DASHBOARD TO ENHANCE SUSTAINABILITY

Wyse's new ESG metrics will help building owners quantify the impact of their utilities. Investors and residents are now paying close attention to ESG metrics, a series of measurements related to an organization's environmental and social impact, as well as overall governance.

Ensuring that developers and rental organizations are doing their part to minimize their environmental footprint, treat their employees well, and improve life in the community, is now part of the decision-making process for many choosing their next home or investment.

But many building owners lack the tools or framework to measure these indicators accurately or completely.

When it comes to utilities like electricity, water, and thermal consumption in buildings, Wyse is introducing a new digital tool that will allow building managers unprecedented visibility across suites and buildings.

It will give them a real-time view of how their utilities are being consumed, compare them against the benchmarks and other buildings in their portfolio, and calculate the environmental impact in terms of greenhouse gas emissions.

Wyse has the expertise and the technology to help you streamline your utility consumption, making your operation greener and more cost-effective. Our dashboard will give you the tools to know exactly where you stand.

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AWARD CATEGORIES & FINALISTS

Social Media Award of Excellence

- Minto Apartments
- KG Group
- Fitzrovia

Best Advertising Campaign

- Hazelview Properties
 - Dream Home Contest
- Ferguslea Properties (Accora Village)
 - Live Rent Free
- Fitzrovia – The Waverley
 - Boutique Rental Living at College & Spadina

Best Property Management Website

- Fitzrovia – fitzrovia.ca
- Hazelview Properties – hazelviewproperties.com
- Fitzrovia – thewaverleylife.ca

Best Suite Renovation under \$25,000

- Oxford Properties Group
 - 300 Antibes Drive, Toronto
- Hapfield Developments
 - 160 Elgin Street North, Mount Forest
- QuadReal Property Group
 - 44 Jackes Avenue, Toronto

Best Suite Renovation over \$25,000

- QuadReal Property Group
 - 44 Jackes Avenue, Toronto
- Ferguslea Properties (Accora Village)
 - 25 Woodridge Crescent, Ottawa
- Oxford Properties Group
 - 2699 Battleford Road, Mississauga

Best Lobby Renovation of the Year

- Morguard
 - 50 Portland Street, Toronto
- Briarlane Rental Property Management
 - 245 Logan Avenue, Toronto
- BentallGreenOak – Residential Services
 - Durand Village: 93 Bold Street, 75 Bold Street and 90 Duke Street, Hamilton

Best Curb Appeal

- Briarlane Rental Property Management
 - 245 Logan Avenue, Toronto
- Rhapsody Property Management & Rockport Group
 - 25 Montgomery Avenue, Toronto
- Morguard
 - 50 Portland Street, Toronto

Best Amenities (Renovated or Existing)

- Sterling Karamar Property Management
 - 4001, 4003 & 4005 Bayview Avenue, Toronto
- Hazelview Properties
 - 2870 Cedarwood Drive, Ottawa
- Morguard
 - 50 Portland Street, Toronto

Best Amenities (New Development)

- DMS Property Management Ltd. - Kingsway Village Square
 - 571 Prince Edward Drive, Etobicoke
- Shiplake Properties - Lillian Park
 - 33 Dunfield Avenue & 44 Lillian Street, Toronto
- Fitzrovia - The Waverly
 - 484 Spadina Avenue, Toronto

The Future Lives Here!

Each year, the MAC Awards recognize excellence and innovation in Ontario's rental housing industry. Our members continue to raise the bar and the high standards that FRPO aims to promote.

Rental Development of the Year (over 200 Units)

- Kingsett Capital
 - 99 Gerrard West
- KG Group
 - 18 Erskine Avenue
- Rhapsody Property Management & RioCan Living
 - Pivot -35 Greenfield Avenue

Rental Development of the Year (200 Units or Less)

- Starlight Investments
 - 2475 Hurontario Street
- Fitzrovia
 - 484 Spadina Avenue
- Oxford Properties Group
 - 2 Avenue Road,

Environmental Excellence

- Skyline Group of Companies
- Starlight Investments
- Sifton Properties Limited

Property Manager of the Year

- Samuel Bergeron – Canadian Apartment Properties REIT
- Andrei Ziman – Morguard
- Sarah-Jane Beehoo – BlueStone Properties

Leasing Professional of the Year

- Jovan Jovicic – Park Property Management
- Lily Luckin – BlueStone Properties
- Vicki Peterson – Skyline Living

Resident Manager(s) of the Year

- Rose Sekaric – Greenwin Corp.
- Darlene & Michael Scott – Realstar
- Sergio Ortiz & Adriana Gutierrez – Skyline Living

Community Service Award of Excellence

- Rental Housing Providers
- Skyline Group of Companies
- QuadReal Property Group
- BlueStone Properties

Community Service Award of Excellence

- Supplier Members
- Coinamatic Canada
- PAC Building Group Corp.
- Wyse Meter Solutions

Outstanding Company Culture

- Oxford Properties Group
- Canadian Apartment Properties REIT
- Ferguslea Properties (Accora Village)

Customer Service Award of Excellence

- Canadian Apartment Properties REIT
- KG Group
- Fitzrovia

The Impact Award

- Skyline Living
- Canadian Apartment Properties REIT
- Hazelview Properties

Congratulations to the finalists.
We look forward to announcing
this year's winners on
December 3rd, 2021



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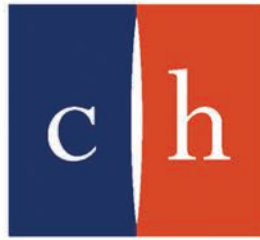


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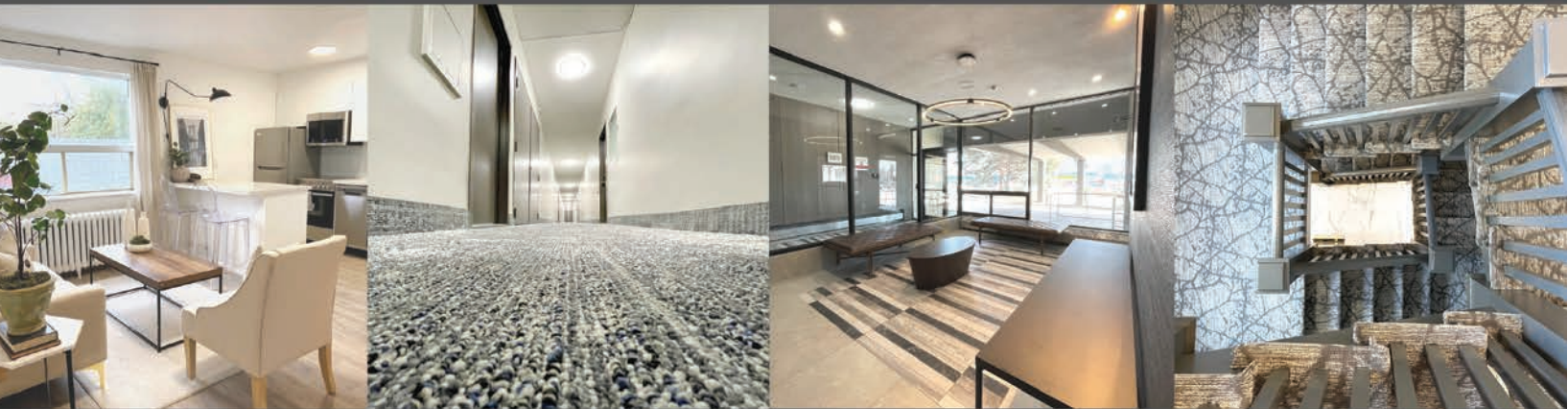
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Congratulations to the
2021 MAC Award winners!

We are proud to partner with FRPO and to support the rental housing industry. We look forward to working with you in 2022.



Congratulations to the
2021 MAC Award winners!

We are proud supporters of FRPO and the rental housing industry. See you in 2022.



Watch

RHBTV NEWS

*with
Kerry Chandler*



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