

THE PROPERTY STANDARD

THE OFFICIAL NEWSLETTER OF
THE ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

President's Article

Page 3 and 4

2018 Annual Training Seminar , Conference and AGM

Page 5 and 6

Editorial "Don't"

Page 14, 15, and 16

Spring 2018 Edition



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President's article

BY OAPSO PRESIDENT,
ITALO JOE LUZI

Dear Members:

Schedule 5 of Bill 7, The Promoting Affordable Housing Act, 2016 amended the Residential Tenancies Act, 2006 (RTA) to require all Ontario municipalities to enforce residential rental maintenance standards as of July 1, 2018. Municipalities currently enforcing their own residential rental maintenance standards through local property standards by-laws are not affected by the RTA amendments. Approximately 143 municipalities across the Province will be directly impacted by the amendment. The large majority of these municipalities will benefit from much needed property standards training in order to be ready to assume the new responsibilities of enforcement of local residential rental maintenance standards by July 1, 2018.

With the passing of the “Ontario Association of Property Standards Officers Act” pursuant to bill Pr22 back in June of 1992, the Ontario Association of Property Standards Officers (OAPSO) became the sole authority with a legislated mandate to providing certification training for Property Standards Officers in Ontario. Since 1992, OAPSO has been recognized, Province-wide, as the leading authority on property standards.

The Provincially recognized OAPSO Certification Training Program has been delivered in many municipalities across the Province and has educated, graduated and certified over 875 enforcement experts, employed in various municipalities as “Certified Property Standards Officers” – CPSOs.

In support of the approximately 143 municipalities who will assume rental maintenance standards enforcement in July of this year, OAPSO will be reaching out to municipal officials and offering our Association’s experience and expertise to assist with the initial preparation stages for the upcoming changes, and beyond.

Continued on page 4...

President's article (continued)

General property standards training and information sharing can/will be customized, be delivered in various platforms, and focus on areas such as: the advantages of passing a property standards by-law; the enforcement process; the Building Code Act, Property Standards sections 15.1 to 15.8 inclusive; Property Standards Appeal Committee Training; property standards diagnostics; Emergency Orders; general powers and duties of an Officer and the municipality; defect recognition and defect wording, just to name a few.

For more information on our training initiatives, visit our website: www.oapso.ca.

It is clear that by the summer of 2018, all municipalities in Ontario will have to acknowledge that public safety, and maintaining the integrity of their communities and neighborhoods – which are the cornerstones of why municipal by-laws exist – will become their sole responsibility, through the lens of property standards/maintenance. This, coupled with the transfer of all property maintenance/formal complaint investigations involving rental accommodations to municipalities (currently investigated by provincial officials up to and including June 30, 2018) could spike municipal service requests measurably, to create workload pressures for the 143 or so municipalities who become the new authority having jurisdiction, to investigate property maintenance complaints.





2018 ATS, Conference, and AGM Town of Niagara-on-the-Lake, ON May 27 to June 1, 2018

BY OAPSO VICE PRESIDENT AND 2018 ATS CHAIR,
KRISTEN BICKERS

With only months to go, the OAPSO Board of Directors have been hard at work preparing and working toward the 2018 ATS, Conference, and AGM. Your ATS team is excited to provide you with a great week of training, networking and a chance to explore Niagara as a whole.

As space is limited this year, it is recommended that you get your applications in as soon as possible. **The closing date for the ATS is April 1, 2018.** Please ensure that you visit our website, our Facebook page, or read our newsletter to find out more about how to apply.

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On Sunday afternoon there will be a meet and greet BBQ provided by your Board of Directors, with a cash bar located in the hospitality suite found on the main floor of the residence. The hospitality suite will remain open for the remainder of the week, providing a place for students to come and socialize. Although there will be no cash bar provided from the Monday on, the hospitality suite is licensed. The Board does promise that each night will be filled with a variety of activities, as well as good munchies and a place to relax and decompress after your busy day of training.

Continued on page 6...

2018 ATS, Conference, and AGM Town of Niagara-on-the-Lake, ON (continued)

Monday night's social event will be taking us into the heart of Niagara Falls, with dinner and dancing at the Hard Rock Club. Afterwards, take some free time to go and explore all that Niagara Falls has to offer. From the roaring Falls themselves to the dynamic sights and lights of Clifton Hill, there's truly so much to explore. Just walking the strip is often an experience all on its own.

Our President's dinner will be hosted on the Wednesday night with entertainment, our donation ceremony to Habitat for Humanity and many celebratory toasts. Please ensure that you take the time to show your appreciation to your Board of Directors, as well as the guests of the Board, and come and dine with us.

OAPSO's professional instructors, and dedicated Board of Directors are anticipating an outstanding year. We look forward to assisting you with your goal of obtaining your Certification and/or enhancing your skills. See you in May 2018.

For further information on the upcoming 2018 ATS, Conference, and AGM please contact Kristen Bickers at 519-831-0047 or ckbickers@hotmail.com.





APPLICATION FORM

2018 Annual Training Seminar

Certified Property Standards Officer Training Program
May 27th to June 1st, 2018

Niagara College, 135 Taylor Rd. Niagara on the Lake, ON L0S 1J0

First Name:	Last Name:	M <input type="checkbox"/>
		F <input type="checkbox"/>
Municipality/Employer:		
Address to which all correspondence is to be sent:		
Email:		Phone:

Full Package	Includes all meals, accommodations, training materials and exam.	Day Package	Includes training materials and meals for the day only (No accommodations)	Single Day Package	Includes training materials and Lunch. (No accommodations)
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For "Single Day" attendance please Indicate which date(s) attending:

PLEASE INDICATE WHICH COURSE YOU WOULD LIKE TO ATTEND		FULL PACKAGE	DAY PACKAGE	SINGLE DAY MAY 29TH, 30TH	SINGLE DAY MAY 28TH
Part 1 (Basic)	Member	\$1,219.00 <input type="checkbox"/>	\$ 832.00 <input type="checkbox"/>	N/A	N/A
	Non-Member	\$1,321.00 <input type="checkbox"/>	\$ 934.00 <input type="checkbox"/>		
Part 2 (Intermediate)	Member	\$1,219.00 <input type="checkbox"/>	\$ 832.00 <input type="checkbox"/>	N/A	N/A
	Non-Member	\$1,321.00 <input type="checkbox"/>	\$ 934.00 <input type="checkbox"/>		
Part 3 (Advanced)	Member	\$1,219.00 <input type="checkbox"/>	\$ 832.00 <input type="checkbox"/>	N/A	N/A
	Non-Member	\$1,321.00 <input type="checkbox"/>	\$ 934.00 <input type="checkbox"/>		
Part 4 (Professional Development)	Member	\$1,009.00 <input type="checkbox"/>	\$ 759.00 <input type="checkbox"/>	\$ 210.00 <input type="checkbox"/>	\$ 255.00 <input type="checkbox"/>
	Non-Member	\$1,111.00 <input type="checkbox"/>	\$ 861.00 <input type="checkbox"/>	\$ 261.00 <input type="checkbox"/>	\$ 306.00 <input type="checkbox"/>

A cheque, in the amount of \$ _____ is attached, **(cheques must be made payable to the Ontario Association of Property Standards Officers)**

Please mail application and payment to: **Derek Petch, Treasurer**
46 Chateau Crescent
Embrun ON K0A 1W1

Note: Application must be received before cut-off date of April 1/18

Any Food Allergies/Sensitivities? _____

Applicant Signature _____ Date: _____

Please note: Refunds are subject to a 20% administration fee.



ONTARIO ASSOCIATION OF
PROPERTY STANDARDS OFFICERS INC.



Important Information to Applicants

The Ontario Association of Property Standards Officers is the only organization within the Province of Ontario authorized by the Provincial Government to Certify Property Standards Officers.

This is achieved by successful completion of three components:

1. Completing successfully the three OAPSO certification training programs, (Parts 1, 2, & 3),
2. Presenting proof to the OAPSO Certification Chair of two years' experience in the enforcement and/or administration of a Property Standards By-law
3. Submitting the applicable Certification Fee

The certification program is offered yearly at our annual conference and training sessions. Each certification course consists of one week of classroom instruction along with practical exercises and a final examination. As we are a Provincial Association, the venue for the annual conference and training seminar changes every year.

Accommodation is predominately in a college/university residence setting. The accommodation usually consists of two or more private bedrooms, with a shared bathroom and kitchen area. Each delegate will therefore have their own private room.

As a result of being hosted at different locations each year, the Association, its delegates and guests are required to abide by the rules of the institution.

By signing this application the applicant agrees to observe the rules of the host institution and to conduct themselves in a professional manner at all times. Any reported or observed behavior that could bring an employer or the Association into disrepute may result in a written report being forwarded to the employer of the applicant, or the applicant may be requested to return home, with no refund or opportunity to take the course examination.

Print Name

Signature

Thank you to our 2018 Bill Smith Memorial Silent Auction Sponsors!

The 2018 Annual Training Seminar, Conference, and AGM will be held at Niagara College in the Town of Niagara-on-the-Lake between May 27 and June 1, 2018.

The Annual Training Seminar will feature the annual Bill Smith Memorial Silent Auction. Funds raised from the auction will be donated to Habitat for Humanity.

OAPSO would like to recognize and thank our generous sponsors!



Thank you to our 2018 Bill Smith Memorial Silent Auction Sponsors!

(continued)



<p>ROBERTSON HALL INSURANCE</p> <p>Group Home and Auto Insurance Program for members of OAPSD</p> <p>Phone: 800-640-0933 www.robertsonhall.com/group</p>	<p>EXCLUSIVE MEMBER DISCOUNTS</p> <ul style="list-style-type: none"> • 24 hour claims service • No obligation quote • No service fees • Convenient payment plans <p>Call us today and see how much you can save</p>
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Thank you to our 2018 Bill Smith Memorial Silent Auction Sponsors!

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Councillor/Conseiller Tim Tierney

Ward|Quartier 11 - Beacon Hill-Cyrville -
City of Ottawa

Phone: 613-518-2424 ext|poste 28931



Cassa Enterprise

c/o Philip Cassata

Phone: 416-550-2253

cassaenterprise11@gmail.com



Heating in rental units

BY OAPSO DIRECTOR,
TREVOR DE CRISTOFARO

A common complaint that officers tend to get in the winter months is the lack of heat in apartments, basement apartments or rental houses. In a lot of cases that we have seen, it is a battle between tenant and landlord, and the tribunal is usually already involved. The tenant saying they have no access to control the temperature and the landlord saying they haven't changed it.

In the City of Pickering it is a requirement under our Property Standards By-law that all habitable rooms be maintained at a minimum of 18 degrees Celsius. One particular case we had was a tenant in the basement versus the landlord and second tenant on the main floor. The basement tenant insisted it was always freezing and that the main floor tenant would always turn the temperature down below 18 degrees.

Essentially, the basement tenant was trying to get the landlord in trouble, but with our evidence, that backfired. We were called to attend, but they wanted us late in the afternoon, we advised no, if there is an issue now, that's what we want to see. So we attended right away. Upon attending there were rooms the tenants didn't want us in, but we insisted that the entire apartment be looked at. Strange how two windows propped open on a -10 degree day would make the apartment cold, and so said our notes.

Of course, the tenant and landlord applied for an FOI, but I am sure it only benefited one of them...Sometimes you have to call people on their actions and intentions.

Another common call we get is from the fire department. A gas leak call that turns into a furnace needing to be replaced, and ensuring that we have done everything to make sure the situation is rectified. In some cases it is a simple fix, in other cases you may be looking at an emergency order. With winters like we have had this year, there is less wiggle room available.

There are a lot of people that are in a bad position and don't want to complain in the fear of being kicked out of their place. Most don't know that they have rights and that there are by-laws in place to help them. Seniors that have no next of kin are very vulnerable and maybe someone that you have dealt with the past on another issue that needs to be checked in on. Even for those municipalities who are not necessarily proactive, this is something to keep in mind.



Property Standards

CMM Accreditation Enhancements

CMM III Property Standards Professional

	Municipality*	Date
Len Creamer	Clarington	11/07
Ken Andrus	Port Hope	11/07
Randy Berg	Niagara on the Lake	05/09
Garry Anderson	Brantford	05/09
Stephen Kinsella	Tecumseth	05/09
Edward VanderWindt	Haldimand	10/09
John Popple	Wasaga Beach	05/08 & 05/09 **
Aaron Sloan	Kawartha Lakes	02/10 & 06/15
Italo Joe Luzi	Toronto	03/17
Linda Mainprize	Whitchurch-Stouffville	03/17
Mark Russell	Thames Centre	10/13, 03/14**, 03/17**
<u>Kimberly Coombs</u>	Hamilton	03/18

CMM II Property Standards Professional

Al Peach	Windsor	05/08
Gerald Spencer	Innisfil	11/07
Christel Meyer	Niagara Falls	10/08
Randy Charlton	Haldimand	10/08
Walt Peacock	King	10/08
Catherine Goddard	Brampton	05/11
Jennifer Nichols	Tay	05/12
Todd Wilkinson	Markham	05/12
Daniel Vincent	Markham	05/12
Andre Gratton	Uxbridge	10/12
Kevin Narraway	Whitby	03/13
Rudy Puyo	Milton	06/14
Annette Lees-Bauml	Kingston	02/15
Derek Hill	East Gwillimbury	03/16
Andrew Eldridge	Brantford	06/14, 06/16*
Philip Cassata	Guelph	11/16
Mary Beth Mitchell	Milton	03/17
Warren Zeigler	Cambridge	06/17
Malcolm McRae	New Tecumseth	11/17
<u>Craig Genesse</u>	Pelham	03/18

CMM I Property Standards Professional

Noreen Knight	Caledon	05/08
Kimberly Thompson	Pickering	10/08
Robert Scruton	Innisfil	05/10
Cameron Castator	Wasaga Beach	02/11
Andrew Loch	Wellesley	02/12 & 10/12
Jesse Edsall	Durham	10/13
Mike Coe	New Tecumseth	03/14
Matt Richardson	Fort Erie	06/14
Brent Lee	Bradford West Gwillimbury	06/15
Matthew Gill	Newmarket	06/15
Patrick Briere	Fort Frances	06/16
Teresa Hector	Whitchurch-Stouffville	03/17
Sean Elliott	Haldimand	03/17
James Cerminara	Niagara Falls	06/17

CMM Property Standards Professional

Deb McCulloch	East Gwillimbury	02/10
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CMM Property Standards Specialist

Ross Molinaro	St. Thomas	02/15
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* Municipality at Award date
 **CMM only
 Mar/18



Editorial "Don't"

BY OAPSO VICE PRESIDENT,
KRISTEN BICKERS

Suicide, ssshhhh DON'T say those words, I DON'T want to hear it, I DON'T want to know about it, I DON'T want to admit that it's there and I surely DON'T want to know that it's around me. That's what you think, don't worry, you're not the only one. Mental health classes, why? Why do we have to continue to take these and hear about this? It's not close to me, it doesn't affect me, and it's not part of my immediate life!

Want to know a secret? It is. It's there beside you, down the hall from you, and potentially sleeping in the same house as you. Some may say that this editorial is taboo, why would we allow something like this to be published? Haven't we done enough on this in training?

I remember in 2015 taking the suicidal awareness class, role playing and saying those daunting words to my partner..."are you thinking about suicide?", "are you planning on killing yourself?". Although I took that class very seriously, my thoughts at the time were, I hope I never have to ask this and thought that I never would, because it didn't affect me.

Move ahead 2 years, May 5, 2017. We all take for granted the getting up, having your coffee and getting ready for the day, you know the morning routine as we call it. Something a lot of you don't know, this year I had a "dirty little secret". That morning, my husband came up from waking my daughter only to put three large empty bottles of acetaminophen and ibuprofen on the counter and say, "You need to go talk to her, I don't know what to do".

First thought...I can't even explain. Life changing, shock, it's not happening...this is NOT happening...and OMG I have to go to work. Selfish right? I don't remember making the trek downstairs to tell you the truth, all I remember is being there by her bed, and seeing her face deep in her pillow crying, saying, "I'm sorry, I'm so so sorry". "Why?", is the only thing that came out of my mouth as I crushed her with my arms and held her.

Continued on page 15...

Editorial

"Don't" (continued)

Faith wasn't your most common of teenagers, but if you asked others, they would say she was. There were signs, signs that we chalked up as the teenage years. She nested, she was falling behind on school work and she was in a relationship that was tragic.

After an interview with the police and an hour of vomiting, we were now in triage, pushing fluids, running tests and learning that the amount of acetaminophen in her body was 700X the "normal dosage". A 24 hour drip of medication was given to try and hopefully stop the effects of the acetaminophen on her liver. As the drugs she had ingested began to be consumed by her body, she began to relapse and all I could do was watch. Watch how my 16 year old daughter was slowly slipping into a place that she intentionally wanted to be. She so very coldly said to the doctors and the nurses, "I don't regret doing this, I don't want to be here, I want to die". And I watched as she faded in and out, her body toying with the idea of this, death.

If you have ever been in this situation, you will know that as a friend, family member or even an acquaintance the first thing you do is blame yourself. It's natural. What did I do? Why doesn't she love me enough to stay with me? Why didn't I see it? After all, I've been trained in this! God, we've had so much training in this.

Never again will I complain about how much mental health and suicide training I've had, because after all, the training only prepared me for the fact that it happens. We can sit in a class room and listen to what our instructors have to tell us, but at this point they are just words, and sometimes words that you just can't possibly believe. Remember my question of why? We have been taught that there should be a reason right? Wrong. My answer to my "why?" was "I don't know, it was just how I felt". Some said, it's a cry for help, she's 16 after all. From someone who has now been there, never question a person's reasons or lack thereof, because guess what, although there are life events that can trigger this, there are no exact reasons why at that moment. It is a state of mind. Suicide is not a reason to punish, hurt or destroy. It's a means to an end, an end of pain, an end to the anxiety, to the depression, to the disease, to the voices, not an end to us, in fact, we don't even register.

Continued on page 16...

Editorial

"Don't" (continued)

At day 2 or 3 or maybe 4, I really can't tell you, my fear of loss finally broke a little. While teaching me how to play chess and having a hospital bed picnic, Faith just looked at me and she smiled. She smiled a smile that would have burned that hospital down and said, "Mom, I love you and mom, I don't want to die". I will never forget that moment and the honesty behind those words.

After three weeks of intense therapy, arguments, tears, hugs and trying to grasp what the next steps were, Faith came home. Some might say damaged, why not, I did. I thought this way for a very long time, but what she actually was, was stronger. She was scared, we all were. To say we were walking on eggshells would be an understatement. But through her strength I began to forgive myself. I began to build my own strength. I began to open up to her as she did me. The triggers were exposed and my heart bled, but the healing had begun.

It's not a sickness, it's not a cry for help, and it's not to hurt you. It's scary, it's immensely life shaking, and it's the hardest place you will ever be. What can you say to a person who has tried to take their life?

DON'T! DON'T ever think that you are alone, if you leave, I will be alone. DON'T ever think that things won't eventually get better, if you leave, we won't be better, DON'T ever think this is your only avenue, if you leave, I won't know what avenue I will take, DON'T ever think you are not loved, if you leave, I will never get to physically love you or be loved by you.

One time, that's all it takes.

Suicide is real. Suicide is around us. So the next time you have the chance to sit in a mental health class, DON'T just sit there; listen. Listen to what is being said. Listen to the cues. Listen to how you can be that support and above all....DON'T walk away.





2018 OAPSO MEMBERSHIP APPLICATION

MEMBERSHIP TYPE:

Individual- Municipality: _____

Full Membership - \$74.00 Individual Member (1 vote)

Associate- Associate Membership - \$29.00 Individual Member (no vote)

Venerable- Venerable Membership- \$29.00 Individual Member (1 vote)

Corporate- Municipality: _____

• **Population** _____ Fees are listed in the chart below based on population

POPULATION	ANNUAL FEE	VOTING DELEGATES
Less than 15,000	\$74.00	1 vote
15,001 to 50,000	\$138.00	2 votes
Over 50,000 population	\$138.00 plus \$74.00 for every 50,000 in population (or portion thereof)	1 vote for every 50,000 population (or portion thereof)

VERY IMPORTANT: In order to ensure the accuracy of our records for Membership Cards, please provide an *updated* list of ALL individuals in your municipality who are involved in property standards enforcement and wish to be included in the corporate membership, as well as their positions within the municipality and their *email* address.

• **Number of Members for this Corporate Membership** _____

MAIN CONTACT PERSON: (example - Manager of Property Standards and/or Bylaws)

_____ Last First Initial

EMAIL _____

JOB TITLE: _____

MAILING ADDRESS: _____

BUSINESS PHONE _____ FAX# _____

Please note that voting at the Annual General Meeting is restricted to paid members only.

Please return this form and the staff list with your payment, made payable to –
Ontario Association of Property Standards Officers Inc.
c/o James Lefebvre C.P.S.O., Director – Membership and Registrar Chair
220 Algonquin Blvd E, Timmins, ON P4N 1B3
Email: membership@oapso.ca



Application for Certified Property Standards Officer CPSO 2018

Certification is available to any Full Member or Corporate Member in good standing with the Ontario Association of Property Standards Officers (OAPSO) who meets the qualifications. For full details of the qualifications for the CPSO designation please visit www.oapso.ca.

NAME:		
EMAIL:		
TITLE:		
MUNICIPALITY/EMPLOYER:		
MAILING ADDRESS: <i>(PLEASE PROVIDE A COURIER FRIENDLY ADDRESS. NO POST OFFICE BOX)</i>		
CITY:	PROVINCE:	POSTAL CODE:
TELEPHONE NUMBER: ()		CELL: ()
SIGNATURE:	DATE:	

Application Checklist

1. Start date in Property Standards _____ (must have 2 years of experience)
- Letter from your supervisor, HR department, or Municipal Clerk outlining your duties as a Property Standards Officer OR in the field of Property Standards in enforcement, management, or administration.

2. Completed the Multi-Stage Training Courses or Passed the Challenge Exam

- Successfully completed the multi-stage OAPSO training courses
- Copies of all certificates or letters indicating successful completion are attached.

Part 1: *(year completed)* _____ Part 2: *(year completed)* _____ Part 3: *(year completed)* _____

OR

- Successfully completed a Challenge Exam administered by OAPSO
Date of Exam: *(year completed)* _____ Name of Proctor: _____
- Copy of the OAPSO certificate indicating that you successfully passed the challenge exam.

3. OAPSO Corporate or Individual Membership in good standing **Y / N** (please circle one)

4. Mail completed application form, documentation and an application fee of **\$127.00** (2018)

Made payable to: Ontario Association of Property Standards Officers (OAPSO)
c/o Shelly Kunkel CBCO, CPSO
Director - Membership and Certification Chair
City of Brantford, 100 Wellington Square, Brantford, ON N3T 2M2

Full payment and all required documentation must accompany this application.

OAPSO's 2017/2018 Board of Directors

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905-832-2281 x8361
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Warwick Perrin
Immediate Past President
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