

# THE PROPERTY STANDARD

THE OFFICIAL NEWSLETTER OF  
THE ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

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Autumn 2017 Edition

Striving to provide  
A **better**  
place TO **LIVE**



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Doug Clark is honoured at the 2017 ATS by former OAPSO Director Catherine Goddard, former OAPSO Director Garry Anderson, and OAPSO President Italo Joe Luzi after receiving a life membership from the Association.

## In memory of Doug Clark

1953-2017

On Saturday, September 16, 2017, former OAPSO Director and long-time Part 3 Construction Instructor, Mr. Doug Clark passed away. Doug passed away peacefully at McNally House Hospice, in Grimsby, Ontario, following a courageous battle with cancer.

Mr. Clark was a loving husband to Janice, and a devoted father to Jordin and Kristen, Doug was an avid sailor, and dedicated Chief Building Official.

He was a much loved uncle and great uncle to many nieces and nephews.

Special Uncle Dougie to Andrew, Gabi, Robert, Grayson and Juliet. He will be greatly missed by his friends at Royal Hamilton Yacht Club, his colleagues at the City of Brantford and from the many professional associations he was actively involved with, including OAPSO.

On behalf of OAPSO, the Board of Directors would like to express our sincere condolences to Mr. Clark's friends and family, and would like to thank him for his tremendous efforts in furthering the business of our Association.



# President's article

BY OAPSO PRESIDENT,  
ITALO JOE LUZI

Dear Members:

As we all know, one of the many rapidly emerging issues affecting the by-law enforcement community and its investigative workloads, is the meteoric rise of the short term rental in our ever-changing shared economies and marketplaces in communities, across the Province. This phenomenon is not limited to urban settings. The higher volumes of short term rentals in larger cities is more obvious where large/many entertainment attractions, educational institutions, vibrant city centres, sprawling public transit networks and other economic factors, drive this sector of the market. More than ever, there is a wide variety of rental accommodation options for the casual and frequent traveler, international student, business traveler, visitors from abroad and anyone seeking less expensive rentals, without all the traditional frills.

The challenges for By-law and Property Standards Officers when investigating complaints based in unauthorized occupancies are these types of referrals, by nature, involve the peripheral and behavioral issues generated from the rentals, such as parking, noise, waste, litter, dumping, overcrowding, property vandalism, loud parties, and music, just to name a few.

These investigations ultimately result in the need for full occupancy checks to determine if the property and the use complies with local zoning and municipal regulations. The limited powers of entry for enforcement officials, when coupled with the transient nature of the occupants and the relatively new rental concept(s) not fully captured by existing regulations - that may also have inherent ambiguity - results in zoning investigations that are complex, labour intensive and full of barriers preventing the establishment of a prima facie case worthy of a legal proceeding.

An interesting and recent court decision at the Superior Court of Justice [City of Guelph v. Kritz, 2016 OSNC 6783] is yet another example of how a municipality, defendant and the courts wrestled with regulations dealing with "dwelling units", "lodging houses" and the concepts around a group of people - students in this case - renting a dwelling and living as/in a "single-housekeeping" unit. Ultimately, the court decided the defendant was renting one unit to several people and not several units to several people, and therefore not a lodging house. This is one of many such occupancy-type cases that serve to illustrate the challenges for by-law officials to prove and match occupancies to existing regulations in need of updating to keep pace with our marketplaces. This case law that illustrates these legislative challenges is worth reading and can found be searching the [www.canlii.org](http://www.canlii.org) website.

The emergence of short term rental operators such as Airbnb, FlipKey, Homeaway, VRBO, and Roomorama to name a few, serves to alert government regulators to take note and begin the holistic review of existing regulations for opportunities to implement regulatory frameworks that address these accommodation concepts that seem to have exploded onto the market-place - much like Uber did in the area of private transportation, just a few short years ago.

Finally, a reminder that our 2017 Regional Conference is being held in the beautiful City of Pickering on November 17th and I look forward to welcoming as many of our members as possible. Registration details can be found on our website at [www.oapso.ca/regionalconference](http://www.oapso.ca/regionalconference).



## From the editor

BY OAPSO DIRECTOR,  
KEVIN NARRAWAY

On behalf of OAPSO, I'm pleased to present the Autumn 2017 edition of The Property Standard, our Association's membership newsletter. I hope you find this edition of The Property Standard to be both informative and enjoyable. This is my first attempt at creating the Association's newsletter and I've found the experience to be both challenging and rewarding.

I'd like to start off by expressing my thanks and appreciation to Kristen Bickers, long time editor of The Property Standard. I now have a small taste of the time and energy she has dedicated to this publication over the past several years. I'd also like to take this opportunity to formally congratulate Kristen on being elected to Vice President of OAPSO at the 2017 Annual General Meeting.

Congratulations are also in order for Italo Joe Luzi on his election to the role of President of OAPSO for another year. His steady hand and institutional knowledge will serve OAPSO well as we continue to move forward and advance our Association.

I'd also like to recognize OAPSO's newly elected and returning board members. Your role, as volunteers who dedicate their personal time to the Association, is absolutely vital to the ongoing success and improvement of OAPSO.

Personally, I've been on OAPSO's board of directors for the past two years. In that time, I've come to appreciate and respect the effort that goes into making OAPSO a successful association and an advocate for Property Standards Officers and By-law Enforcement Officers across the Province. There are many tireless volunteers who devote their time and energy into making this association great.

As the new editor of The Property Standard, I would like to formally introduce myself. I have been employed in the field of Property Standards for the past thirteen years, beginning my career as a municipal law enforcement officer with the City of Pickering in 2004. For the past seven years, I have been employed by the Town of Whitby as their supervisor of by-law services and more recently as their manager of by-law services and animal services. My wife Lindsey and I have a four year old son named Carter, a pug/boston terrier cross named Oakley, and a cat named Calliope.

In my short time with OAPSO, I've had the opportunity to revamp the Association's website, draft the Association's new records classification and retention by-law, and now edit and create the Association's newsletter. All of these projects have been great personal development opportunities which I've found very rewarding.

If you have ideas for articles that you'd like to submit, or if you have exciting personal news, milestones, achievements, or celebrations, I would invite you to reach out and contact me by email at [knarraway@gmail.com](mailto:knarraway@gmail.com).

I truly hope you enjoy the Autumn 2017 edition of The Property Standard.



The 2017 Regional Conference will be held at the Pickering Recreation Complex in the City of Pickering. Pictured above is the Pickering Recreation Complex.

## 2017 Regional Conference, City of Pickering, ON

The 2017 Regional Conference will be held on Friday, November 17, 2017 at the Pickering Recreation Complex, O'Brian Room, in the City of Pickering.

The agenda for the 2017 Regional Conference is included below for your reference.

### Agenda:

**8:15 a.m.:** Registration begins

**9:00 a.m.:** Welcome by City of Pickering Mayor Dave Ryan and OAPSO President Italo Joe Luzi

**10:00 a.m.:** Presentation by AAA Wildlife about how animals access buildings and what to look for

**11:00 a.m.:** Break

**11:15 a.m.:** Update on the OAPSO/MLEOA Risk Mitigation Project by Shane Turner (Director of By-law Enforcement, City of Waterloo) and Warwick Perrin (Supervisor of Municipal Licensing and Standards, City of Toronto)

**12:00 p.m.:** Lunch (included in registration fee)

**1:00 p.m.:** Speech about managing and mastering change by Michael Lewis - [www.michaellowistraining.com](http://www.michaellowistraining.com)

**2:00 p.m.:** Break

**2:15 p.m.:** Presentation about the legalization of cannabis by Shane Turner (Director of By-law Enforcement, City of Waterloo)

**3:00 p.m.:** Round-table discussion

**3:30 p.m.:** Regional Conference concludes

To register for the Regional Conference, please download, print and complete the registration form on the next page, or new for 2017, register for the Regional Conference online by visiting OAPSO's website at [www.oapso.ca/regionalconference](http://www.oapso.ca/regionalconference).

We look forward to seeing you in the City of Pickering!



## 2017 OAPSO Regional Conference

Friday, November 17<sup>th</sup>, 2017

Pickering Recreation Complex, O'Brian Room

1867 Valley Farm Road, Pickering, ON (entrance to O'Brian room is at rear of building)

First Name:	Last Name:
Municipality or Employer:	
Mailing Address:	
Street Address:	
City:	Postal Code:
Phone:	Fax:
E-mail:	

### **ATTENDANCE INFORMATION**

Registration: 8:15am – 8:45am

Workshop 9:00am – 3:30pm

Cost: Members \$107.00 // Non-members \$127.00

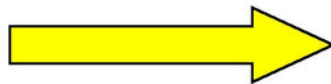
(Lunch will be provided)

### **TOPICS/PRESENTERS INCLUDE:**

- AAA Wildlife – How Animals access buildings and what to look for
- Managing and Mastering Change by Michael Lewis [Michael Lewis Training, Motivation and Development](#)
- Presentations about the legalization of cannabis and a risk management update by Shayne Turner and Warwick Perrin
- Case law updates and round table discussion will occur after the presenters

A CHEQUE IN THE AMOUNT OF \$\_\_\_\_\_ IS ATTACHED  
(Cheques to be made payable to O.A.P.S.O.)

Registration form and  
Payment to be sent to:



Stephen Jamieson  
OAPSO Regional Conference Chair  
1 Carden Street  
Guelph, ON N1H 3A1  
Email: [stephen.jamieson@guelph.ca](mailto:stephen.jamieson@guelph.ca)

**NOTE: APPLICATIONS MUST BE RECEIVED BY NOVEMBER 3, 2017**



Ken Andrus, Joe Perrone, Randy Berg, and Peter Clark are recognized by OAPSO President Italo Joe Luzi and OAPSO Director Shelly Kunkel at the 2017 ATS on being part of the original group of Property Standards Officers first certified by OAPSO 25 years ago in 1992.

## 2017 ATS and Conference recap

BY OAPSO DIRECTOR, KEVIN NARRAWAY

OAPSO's 2017 Annual Training Seminar (ATS) and Annual General Meeting was held at Algonquin College in Ottawa earlier this year. For those who missed it, it was a great opportunity to spend some time in our nation's capital during the height of Canada 150 celebrations.

Overall, the ATS welcomed approximately 175 students eager to learn more about the field of Property Standards. On behalf of OAPSO's Board of Directors, I hope the students in attendance found the training informative and beneficial.

Outside of the classroom, the ATS featured a fun and relaxing boat cruise along the Ottawa river, along with the traditional festivities of the President's dinner.

At the President's dinner, the Association had the pleasure of recognizing the hard work and dedication of former Board Members, and celebrated the 25th anniversary of the first group of Property Standards Officers certified by OAPSO.

The Association had the profound honour to acknowledge and thank former OAPSO Board Member and long-time Part 3 Construction Instructor, the late Mr. Doug Clark for his tremendous contributions to the Association. Mr. Clark was presented with the OAPSO's highest honour, a life membership.

On behalf of OAPSO's Board of Directors, I would like to thank those who attended the 2017 ATS, and I look forward to seeing many of you in Niagara-on-the-Lake in 2018.



# To cottage or not to cottage?

BY JEFF PEPPIN, CHIEF BUILDING OFFICIAL,  
TOWNSHIP OF NIPISSING

To cottage or not to cottage, that is the question, and the answer is usually in an attempt to save a few bucks. However, in cottage country these days, there is more to consider than an immediate cost advantage. There is a mass influx of retirees and tired city dwellers coming north to their “cottages” to live permanently. And here in lies the challenge with buildings designed and built with seasonal use in mind.

Thankfully, many zoning by-laws have addressed said issue and do not permit seasonal dwellings in some or most zones. The recourse is to have new structures built to an SB-12 compliant, year round standard.

Now lets talk about SB-12, which is the Province's energy efficiency document, and the guide to your r-values and such. It was introduced in approximately 2012 and has received a few amendments along the way. The latest amendment has streamlined the energy efficiency compliance packages somewhat, and has also bolstered insulation values and attempted to eliminate thermal bridging by requiring the use of continuous insulation on the exterior of the framed house, and on either the interior or exterior of the basement. SB-12 will be amended with regularity and will be adopting stricter and tighter criteria over time, with the goal of a net zero home, which is a topic for another day.

SB-12 lays out the ratings of windows and HVAC appliances as well as r-values. To qualify, you must have a wall to window ratio of 17%. Once you exceed 17%, up to 22%, you must increase the rating of your windows. And also of noted importance, additions to buildings are also subject to SB-12 compliance.

We are finding people building compliant additions to non-compliant existing cottages as a result. The train of thought is, that the addition should outlast the original cottage, and the original cottage portion rebuild will then be SB-12 compliant, and full compliance will be achieved eventually.

And let it be laid out, SB-12 is indeed a complex document, whose handling and implementation is to be handled with care. I still also state, the zoning by-law where I am also prohibits seasonal dwellings on the islands out in the lake. Why? Well, we are seeing increasing numbers of people retire to the islands, and even employ hovercrafts as a mean of getting to the mainland. It just goes to show you that people will live full time essentially anywhere. And the province is starting to view people and their potentially high energy bills as no longer a matter of owner's choice. In an effort towards resource conservation, this is where everything stands. And it is only going to get more stringent.





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# Service counters and waiting areas ...are yours accessible?

CREDIT: PROVINCE OF ONTARIO NEWSROOM

By law, you must make both service counters and waiting areas accessible if you are a public sector organization and if you're building new service counters or fixed seated waiting areas or making major changes to existing service counters, or fixed seated waiting areas.

You do not have to change existing service counters or seated waiting areas to comply with the law.

Service counters may be desks or counter spaces where people have face-to-face conversations with staff to receive service. Some examples are reception desks, ticketing windows, and check-out counters. The service areas can be indoors or outdoors.

To meet the accessibility requirements, you must make at least one service counter accessible to people who use mobility aids, such as wheelchairs. The area should be low enough to allow the person with a disability to interact with the person providing service. There should also be enough room under the counter for the knees of a person sitting in a wheelchair.

Additionally, you must provide at least one accessible counter for each of your organization's services and you must clearly identify all your accessible service counters with signs.

In many waiting areas, the seating is fixed to the floor (e.g., in hospitals). To meet the accessibility requirements for these areas, you must make at least 3% of all seats accessible. When creating new fixed seating areas, always provide at least one accessible seat.

## **Examples:**

Example 1 - Jason, a lawyer, plans to create a new waiting room with 6 built-in fixed seats for his clients. At least 1 seat must be accessible.

Example 2 - A large medical clinic offering several different kinds of therapies is renovating its waiting area. When complete, there will be 100 seats. At least 3 of them must be accessible.

# Meet OAPSO's recently elected board members

At the 2017 ATS and Conference in Ottawa, ON, the membership of OAPSO elected three new board members to the Association's Board of Directors. Congratulations to Mr. Creamer, Ms. Therkelsen, and Mr. Jamieson on their elections, and extended congratulations to Mr. Creamer on his successful re-election to the Board of Directors.



LEN CREAMER,  
VENERABLE MEMBER

A veteran of 38 years of law enforcement, Len Creamer was re-elected to the Board of Directors this year. In his 22 years as a member of the Board of Directors of the Association, Len has held many portfolios including six years as Vice President and three as President. Recently retired from his position as Manager of Municipal Enforcement for the Municipality of Clarington, Len brings a wealth of knowledge and experience to the Board.



JENNIFER THERKELSEN,  
CITY OF OTTAWA

Jennifer (Jen) Therkelsen is a Georgian College and a Carleton University Graduate. She started with the City of Ottawa By-law Services in 2005. Since that time she has held many positions in the branch and is currently a Coordinator of Enforcement. Her portfolio is the Property Standards Section along with two By-law Teams. Given Ottawa's geographical size and the uniqueness of the government City this position is very busy but yet very interesting.



STEPHEN JAMIESON,  
CITY OF GUELPH

Stephen has worked for the City of Guelph for over 10 years as a Property Standards Inspector and has been building code qualified since 2015. Stephen represents the City of Guelph on the Guelph/Wellington hoarding Coalition workgroup, and in his spare time he volunteers as an Auxiliary member of the Ontario Provincial Police in Wellington County.

# The complex world of animal services

BY LINDSEY NARRAWAY, SUPERVISOR OF ANIMAL SERVICES,  
CITY OF PICKERING

You are all likely familiar with the terms Animal Services, Animal Control, Humane Society, and the Ontario Society for the Protection of Cruelty to Animals (OSPCA), but how do you know what role each of them play in the animal world? The simple answer, it's complicated.

Animal Services is a municipal service mandated by the Municipal Act to control dogs within a municipality. However, it is common for municipalities to broaden their animal control by-laws to include provisions related to the control of cats, the regulation of animal-related businesses, and to prohibit the ownership of certain species of exotic animals. Animal control by-laws typically allow a municipality to enforce animals running at large, owner surrenders, pet licensing, animal bites, pet adoptions, barking dogs, and stoop and scoop complaints. Municipalities are also tasked with enforcing the following pieces of Provincial legislation; the Dog Owners Liability Act, the Pounds Act, and the Protection of Livestock and Poultry from Dogs Act. It is important to note that municipalities are not tasked with enforcement of animal cruelty related matters, however recently, some municipalities have migrated towards this type of enforcement through provisions in their municipal by-laws.

The OSPCA is a non-profit charitable organization funded by the Province, which has the authority to enforce laws pertaining to the prevention of cruelty to animals. This includes enforcing the cruelty to animals sections of the Criminal Code of Canada and the Ontario SPCA Act. When dealing with cases of animal cruelty, the OSPCA is usually the lead agency. When a complaint is received, an OSPCA agent/inspector will conduct an investigation to determine if an animal is in adequate health and has been provided with food, water, shelter, and appropriate veterinarian care.

OSPCA agents/inspectors are granted the power to enter property to carry out investigations and given broader powers to remove any animals that are believed to be in distress or in need of immediate veterinarian care and attention.

A Humane Society is a non-profit, community-based, charitable animal sheltering organization. These organizations are reliant on donations from the public, as they receive no direct funding from the Province. Some Humane Societies have developed partnerships with the OSPCA, however many Humane Societies in the Province have no such affiliation. In instances where a Humane Society is not affiliated with the OSPCA, they operate as an animal rescue organization that houses unwanted, surrendered pets until they can find a new home. In instances where a Humane Society has partnered with the OSPCA, the Humane Society will receive provincial funding, and have OSPCA agents/inspectors who work out of the facility.

In addition to the above noted models, there are variations of these models that exist throughout the Province. In some instances the OSPCA or a Humane Society, whether affiliated with the OSPCA or not, may be contracted by a municipality to provide municipal animal control sheltering (to act as the municipal pound).

To conclude, the world of animal services is a complex one, and By-law Enforcement Officers, Property Standards Officers, and Animal Services Officers would be well advised to research and understand the particular Animal Services models in place in their communities to ensure they know who to call for assistance in animal-related cases.



# 2018 ATS and Conference, Town of Niagara-on-the-Lake, ON

BY OAPSO VICE PRESIDENT AND 2018 ATS CHAIR,  
KRISTEN BICKERS

Welcome to Niagara College, Niagara-on-the-Lake, land of Niagara Falls, Clifton Hill, Niagara vineyards and butterflies.

OAPSO's 2018 ATS will be taking place at Niagara College in Niagara-on-the-Lake from May 27 to June 1, 2018.

The 2018 ATS is sure to keep you well informed and on the move. In addition to the Part 1, 2 and 3 training, including stimulating topics on Construction, Investigation and Legal processes, OAPSO will be offering their Part 4 continuing education which will include topics on PSO 101, Extremism, and presentations by Olympus K9 and Michael Lewis.

Everyone deserves a night out on the town right? What better place to do it than Niagara Falls? OAPSO has arranged for a wondrous night out touring the Falls and Clifton Hill. Dinner, dancing and enjoying the sites, who could pass that up?

As usual, OAPSO will be hosting its week-long hospitality suite, and on the Wednesday night, the President's dinner where you will engage in an elegant evening surrounded by friends of the Association and your Board of Directors, as well as fabulous entertainment.

The Annual Bill Smith Memorial Silent Auction will be up and running with a member of the Niagara-on-the-Lake Habitat for Humanity attending the President's dinner on the Wednesday night for the donation presentation.

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!



# Ontario ombudsman can't probe closed-door complaints about Hamilton tribunals: judge

CREDIT: MATTHEW VAN DONGEN, HAMILTON SPECTATOR

A judge has ruled the provincial ombudsman does not have jurisdiction to investigate closed-door meeting complaints about Hamilton committees that also function as tribunals.

The decision came in response to a council request for a judicial review of the rights of municipal committees to deliberate in private if they act as administrative tribunals.

Examples of such committees include property standards, which rules on by-law charges contested by building owners, and election compliance which considers complaints about candidate expenses.

"The city was successful, with the court granting an order declaring that the ombudsman has no jurisdiction to investigate either committee," city lawyer Lisa Pasternak told councillors.

She added the ruling means such committees are allowed to deliberate as tribunals in private so long as they hear from the parties first in public.

Council made the court application after Ontario's ombudsman issued a report last year arguing Hamilton's election compliance subcommittee broke the law by meeting privately to deliberate on an election campaign finance complaint.

Ombudsman Paul Dubé had argued the committees, despite sometimes acting as quasi-judicial bodies, still qualified as a "local board" that must abide by the open meeting provisions of the Municipal Act.

He made a series of recommendations designed to "enhance the transparency" of the committee meetings, but the city opted to appeal to the courts for clarity on the rules.

# Legislation update

BY OAPSO DIRECTOR,  
JENNIFER THERKELSEN

## Ontario Curbing Abuse of Unlawful Evictions - Province Delivering Stronger Protections for Tenants:

The province is increasing security and peace of mind for renters by placing new requirements on the circumstances in which landlords can evict tenants.

Effective September 1, 2017, when a landlord ends a tenancy so that they or a family member can use a rental unit, landlords must:

- Provide one month's rent to the tenant as compensation or offer the tenant another acceptable rental unit.
- Express intent to occupy the unit for at least one year. If the landlord advertises, re-rents or demolishes/converts the unit within one year, she or he will be considered to have acted in bad faith unless they can prove otherwise, and could face a fine of up to \$25,000.

The new measures will help protect tenants by discouraging landlords from unlawfully evicting them, whether for conversion of the unit into a short-term rental or immediately re-renting it at a higher rate.

## Ontario Making Major Investments in Social Housing Repairs and Retrofits - Province Modernizing Social Housing Infrastructure with Energy-Efficient Upgrades:

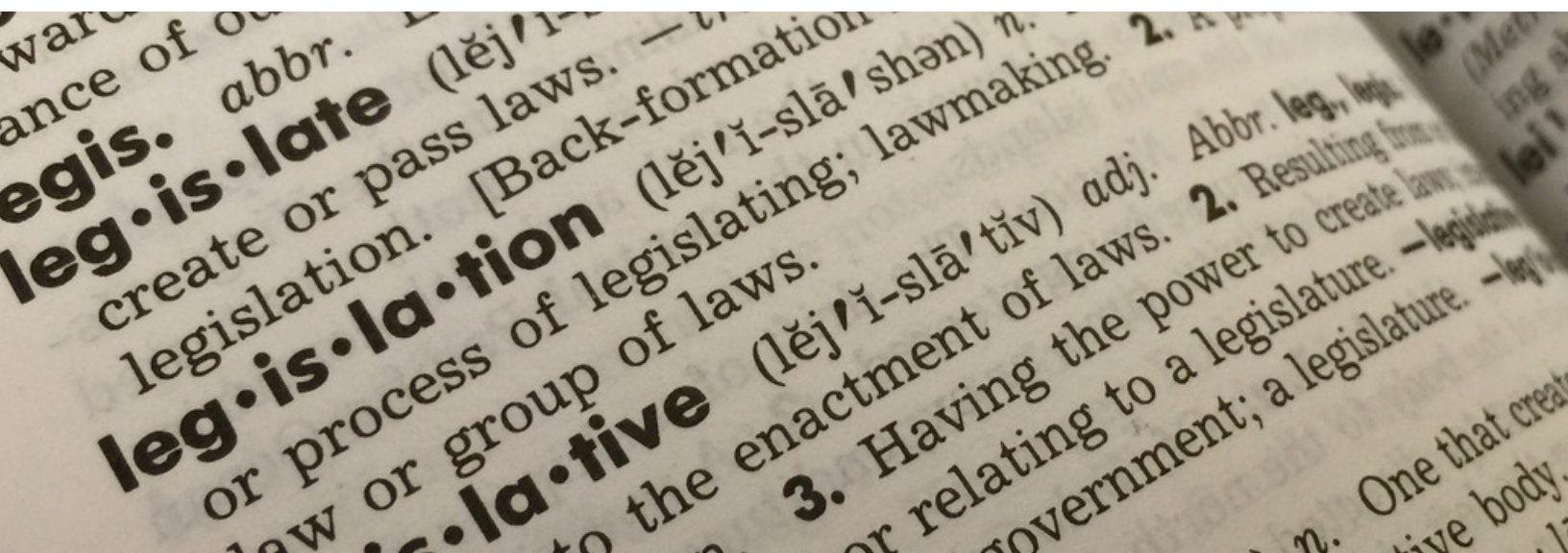
Ontario is providing new funding for repairs and retrofits to social housing across the province in order to improve living conditions and fight climate change. This investment is part of Ontario's Climate Change Action Plan and is funded by proceeds from the province's carbon market.

The province will invest up to \$657 million for repairs and retrofits to social housing apartment buildings over five years, contingent on carbon market proceeds. The City of Toronto will receive approximately half of this total investment.

The investment will help improve the lives of low-income and vulnerable tenants with upgrades to social housing buildings such as new energy efficient heating, improved insulation, and window replacements. It also represents an example of Ontario's ongoing efforts to support the transition of homes and businesses to a low-carbon future, while providing the jobs and skills that will allow individuals to thrive in a sustainable economy.

Proceeds from Ontario's carbon market must by law be invested into programs that help households and businesses reduce greenhouse gas emissions and save money on energy costs. Programs include home energy retrofits, public transit, social housing retrofits, and electric vehicle incentives and infrastructure.

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# Working with our residents

BY OAPSO DIRECTOR,  
TREVOR DE CRISTOFARO

How you present yourself to residents will generally determine the outcome of a situation. Although every municipality and individual officer have their own style, what is the goal you are trying to reach? Look at the whole picture. If you don't have the tools to correct the situation then get them in place. This holds true for smaller municipalities and those who will be required as of July 2018 to take on their own service for property standards enforcement.

My future seems to be in my current position, and unless something changes I want to keep my current area of work. Why? I have spent the better part of 5 years working hard to build up relationships and my report with the residents. Although I cannot fix all the issues, for the most part the residents know I will do my best. I always try to be fair, after all my main goal is compliance, not charges. We all know that people are not going to always be happy with your answer or what you can and cannot do, after all not everyone has a putting green for a front lawn. I have found that as long as I put in an honest effort into a resolution, residents will at least respect that...for the most part.

Complainants always seem to think they know what's happening with the property they are complaining about, but more often than not they don't have a clue. Until you make contact and speak with the property owner, you don't have a clue either.

You can see the offence, but don't know why there is an offence.

This past "summer" seems to have proven this point more often than not. So you see that the grass is long, the windows and siding look rough, the eaves trough is falling off the house, but did you know that the owner lost their spouse recently, their only source of income and there is no other family? What about the car that has been sitting in the driveway for almost 2 years, turns out the owners lost one of their children in a vehicle collision and can't let the car go. Then there are the residents living with their spouse that has issues with hoarding, definitely a property and a family you will need to be delicate with.

Neighbour disputes are one thing, people not having any feelings for the situation their neighbour may be in is something else. Yet these are just a few of the numerous examples that we all encounter on a regular basis. You as the Property Standards Officer are not only the problem solver, but you are the person that has to show compassion and some humanity when it's needed, the voice of reason.

So, look at your complaint, the situation, and the goal. How you are going to reach it in a way that satisfies everyone to the best of your ability?

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# RentSafe by the Canadian Partnership for Children's Health & Environment

## What is RentSafe?

RentSafe is an ambitious new initiative, led by the Canadian Partnership for Children's Health and Environment (CPCHE), to address indoor environmental health risks affecting low-income tenants in both urban and rural communities in Ontario. With active involvement of public health, legal aid, community health and other stakeholder organizations as well as tenants themselves, RentSafe aims to build awareness and capacity in the social services sector so that low-income tenants, when faced with lead, mould, pests, pesticides, radon and other indoor health threats, are better able to get the support they need to achieve healthier living conditions for themselves and their families. This initiative is funded by the Ontario Trillium Foundation via a grant to the Environmental Health Institute of Canada, which is serving as the lead CPCHE partner for the project. This core funding is supplemented by in-kind contributions from multiple project partners.

## Why is RentSafe needed?

A growing body of scientific knowledge underscores the vital role that safe, healthy housing plays in preventing/reducing chronic health effects, supporting healthy child development and fostering physical and mental well-being. Low-income and marginalized tenants in Ontario experience not only housing insecurity but also significant indoor environmental health risks. Mould, lead, pesticides, pests, tobacco smoke, radon, noise, inadequate ventilation, excessive heat/cold, and chemicals from strong cleaners, renovation materials or fragranced products are among the housing-related factors that can affect residents' physical and/or mental health. Children, the elderly and people with existing medical conditions, including chemical sensitivities, are at the greatest risk. Children growing up in substandard housing are at risk of not reaching their full potential because of preventable damage to their developing bodies and brains. Unhealthy housing, therefore, serves to perpetuate and potentially increase health disparities and socio-economic inequities.

## What does RentSafe aim to achieve?

The primary aim of RentSafe is to improve knowledge, capacity and responsiveness within the social service sector to better address housing-related health risks facing low-income tenants, as an important step towards the goal of creating healthier living conditions in low-income/marginalized communities and reducing housing-related health inequities.

Through the coordinated efforts of many organizations and sectors, RentSafe will lead to:

- a more tenant-centred system of support and assistance on housing-related health risks, including improved coordination among service provider organizations, enhanced staff training and more accurate referrals about where tenants can go for assistance;
- increased knowledge and empowerment among low-income tenants on housing-related health risks, including how to seek and advocate for assistance and remediation; and
- improved policy and systemic responses to housing-related health risks, resulting in reduced exposures and health effects for residents and, ultimately, improved population health.

For more information about RentSafe and the Canadian Partnership for Children's Health and Environment, please visit their website at [www.healthyenvironmentforkids.ca](http://www.healthyenvironmentforkids.ca).



# 2017 OAPSO MEMBERSHIP APPLICATION

## MEMBERSHIP TYPE:

**Individual-** Municipality: \_\_\_\_\_

Full Membership - \$72.00 Individual Member (1 vote)

**Associate-** Associate Membership - \$28.00 Individual Member (no vote)

**Venerable-** Venerable Membership- \$28.00 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	\$72.00	1 vote
15,001 to 50,000	\$135.00	2 votes
Over 50,000 population	\$135.00 plus \$72.00 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



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