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www.delsuites.com

Friday, January 19, 2024

To Whom It May Concern, City of Toronto

RE: Submission for Medium-Term Rentals (MTR) for Planning & Housing Committee

Dear Sir/Madam,

I am writing to you as the President of DelSuites Inc, a prominent provider of medium term rental corporate housing in Toronto, to express our perspective on the proposed regulations for medium-term rentals. Our experience and services in this sector position us uniquely to offer insights into the pivotal role of corporate housing within the city's housing ecosystem.

The Vital Role of Corporate Housing

DelSuites Inc is at the forefront of addressing the diverse housing needs for extended stays (30 days or more) in Toronto. We cater to a wide range of clients, including families needing proximity to medical facilities, individuals displaced by emergencies, professionals relocating for work, and participants in Toronto's thriving film and production industry.

Our services offer more than just accommodation; we provide a sense of home and stability. Unlike hotels or traditional short-term rentals, our furnished spaces offer comfort, convenience, and a semblance of normalcy, especially crucial in times of distress or transition.

Hospital Stays: When families have loved ones undergoing long-term medical treatment, corporate housing offers a home-like environment close to healthcare facilities, thus easing the emotional and logistical burden.

Insurance-Related Housing: In instances of home damage due to fires, floods, or other emergencies, corporate housing provides immediate, fully furnished accommodations for displaced families as they navigate insurance claims and home repairs.

Relocation Services: Whether it's for a new job or corporate assignment, employees often need temporary and flexible housing solutions, which corporate housing readily offers until they find a permanent home.

Film and Production Housing: The entertainment industry is vital to Toronto's economy, and corporate housing supports this sector by providing furnished accommodations for crews and casts, often in locations that are convenient to sets.

Emergency Response and Disaster Relief: During crises, first responders, medical staff, and other essential personnel may need temporary housing, and corporate housing can swiftly meet this demand as seen during the COVID pandemic.

March 27, 2024

Impact on Local Economy and Community

Corporate housing is an integral part of the city's economy. It supports local small businesses and vendors. These partnerships contribute significantly to the local economy and the vibrancy of our community.

The Need for Balanced Regulations

We understand and support the city's efforts to protect affordable housing. However, it is vital to recognize that corporate housing, with its unique model and clientele, should not be conflated with short-term vacation rentals. Our industry operates under a different paradigm, often involving stays of 30+ days, which is significantly longer than typical short-term rentals.

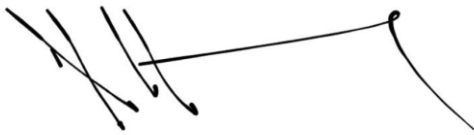
We believe that any new regulations should acknowledge the distinct nature of corporate housing and its contribution to Toronto's housing market. We advocate for maintaining a minimum stay requirement of 30 nights, not only to preserve the integrity and viability of our sector but also to service and meet the residential needs of the community.

Invitation for Further Discussion

DelSuites is committed to a collaborative approach and is open to discussing these matters in more detail. We are eager to work with the City of Toronto and reflect the unique needs of all stakeholders, including the corporate housing sector.

We appreciate your consideration of our perspective and look forward to the opportunity to contribute further to this important discussion.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dan Henderson', with a long horizontal line extending to the right.

Dan Henderson

President,

DelSuites Inc.

CORPORATE HOUSING

THE VALUE OF CORPORATE HOUSING IN TORONTO



CORPORATE HOUSING
PROVIDERS ASSOCIATION

CORPORATE HOUSING



FULLY FURNISHED, PROFESSIONALLY MANAGED RESIDENTIAL ACCOMMODATIONS.
SERVING INDIVIDUALS AND FAMILIES IN NEED OF TEMPORARY HOUSING FOR 30 DAYS OR LONGER

Corporate housing plays an indispensable role in addressing the specific and time-sensitive housing needs within the Toronto community. Contrary to the perception that it reduces available housing, corporate housing actually enriches the market by providing specialized solutions that cater to critical needs. There is a growing shortage of available corporate housing in Toronto, this type of Furnished Housing takes up only 0.09% of Toronto's total dwelling units and Corporate housing does not compete with Hotels & Airbnb.

For example:

Hospital Stays: When families have loved ones undergoing long-term medical treatment, corporate housing offers a home-like environment close to healthcare facilities, thus easing the emotional and logistical burden.

Insurance-Related Housing: In instances of home damage due to fires, floods, or other emergencies, corporate housing provides immediate, fully furnished accommodations for displaced families as they navigate insurance claims and home repairs.

Relocation Services: Whether it's for a new job or corporate assignment, employees often need immediate and flexible housing solutions, which corporate housing readily offers.

Film and Production Housing: The entertainment industry is vital to Toronto's economy, and corporate housing supports this sector by providing furnished accommodations for crews and casts, often in locations that are convenient to sets.

Emergency Response and Disaster Relief: During crises, first responders, medical staff, and other essential personnel may need temporary housing, and corporate housing can swiftly meet this demand as seen during the COVID pandemic.

By offering tailored accommodations like these, corporate housing both supports essential services and complements the broader Toronto housing market, fulfilling a role that traditional residential housing or hotels often cannot. Therefore, it is imperative to recognize and support the critical function of corporate housing in our community.

CORPORATE HOUSING PROVIDERS ASSOCIATION (CHPA)

CHPA, with its 300 member companies in 15 countries, is a professional trade association exclusively dedicated to supporting corporate housing providers all around the world.

CHPA PROVIDES:

- A professional code of ethics
- A professional individual certification program
- A company accreditation program
- Industry insights, statistical information and best practices
- Education and support to legislators as it pertains to corporate housing
- Critical networking and educational events regionally
- Collaborative initiatives with other professional associations and the industries they serve
- Recognition of industry excellence for philanthropic contributions to the communities in which members operate



MISCONCEPTIONS VS REALITY OF CORPORATE HOUSING

MISCONCEPTION	REALITY
Same as short-term rentals	Provides furnished residential homes and is designed for stays of 30+ nights
Not a globally recognized industry	Recognized worldwide and caters to important market segments in world-class cities in North America as well as in the APAC and EMEA regions
Serves transient travellers that could/would otherwise stay in hotels. Corporate Housing takes business away from Hotels.	Corporate housing typically offers a more home-like environment, which is preferable for 30+ night stays. It includes amenities like full kitchens, living rooms, and in-suite laundry, which provide the comforts and conveniences of home. Serving individuals and families in need of temporary accommodations, including Fortune 100 companies and employees in the healthcare, government, tech, and construction industries. Hotels cannot offer a home environment
Is a new industry	The industry has existed for decades – since 1960 supporting the city & businesses

PRIMARY MARKETS AND SAMPLE ORGANIZATIONS SERVICED BY CORPORATE HOUSING

RELOCATION & IMMIGRATION



MEDICAL & HOSPITALS



INSURANCE



FILM & PRODUCTION



LOCAL RESIDENTS (RENOVATIONS/DELAYED CLOSINGS)



RELOCATION & IMMIGRATION

Corporate housing is an important service to those relocating and immigrating to Toronto, offering temporary home-like environments while families search for permanent residences.

FACT	IMPACT OF REDUCED CORPORATE HOUSING OPTIONS
A smooth relocation process, including corporate housing support, is often a crucial factor for attracting top talent	Employment candidates may be deterred from accepting a job relocation
Infrastructure and other projects create consistent corporate housing demand for extended work assignments in Toronto	Toronto may face a shortage of expertise required to complete important projects
Toronto is a top destination for immigrants in Canada, hosting the highest number of newcomer families that require temporary housing	Less immigrants will choose Toronto as their destination creating a negative economic impact on the city
There is a shortage of student housing in Toronto	Students will have further limitations in selecting safe housing close to their respective campuses

MEDICAL AND HOSPITALS

Corporate housing is an essential service for Toronto’s robust medical and hospital industry.

FACT	IMPACT OF REDUCED CORPORATE HOUSING OPTIONS
Toronto’s world class hospitals and medical teaching facilities rely on corporate housing to provide healthcare professionals and students with temporary housing	Lack of safe and comfortable temporary residences will intensify pressure on the healthcare system and diminish Toronto’s reputation as a prominent global medical hub
Many Ontarians rely on corporate housing to spend extended periods in Toronto to undergo medical treatments at hospitals and cancer centers	Patients would be forced to stay in costly alternatives without adequate facilities such as full kitchen that would hinder their recovery
Out-of-town families with in-patient loved ones in Toronto hospitals require nearby temporary housing to provide essential support during the recovery process	Families would be faced with the difficult decision to stay home during their loved ones’ hospital stays

Refer to References, Pages 8-11

INSURANCE

During emergencies, like fire or floods, corporate housing can serve as immediate accommodation for affected families.

FACT	IMPACT OF REDUCED CORPORATE HOUSING OPTIONS
Displaced homeowners/tenants require access to temporary housing options that corporate housing provides	Homeowners/tenants would be forced to select alternative options that are not suitable living environments and exceed their insurance policy coverage
Insurance companies have long-standing partnerships with corporate housing providers across Toronto and rely on these to service their policyholders	Adjusters will struggle to support homeowners/tenants in finding safe and suitable temporary housing arrangements with full kitchen in times of crisis
Many challenges arise during home repairs and homeowners/tenants and adjusters alike rely on corporate housing's flexible terms and cost-effectiveness with full kitchen	Displaced homeowners/tenants would be forced into either selecting higher-cost options meant for short stays or long-term leases with rigid terms.

Refer to References, Page 12

LOCAL RESIDENTS (RENOVATIONS/DELAYED CLOSINGS)

Corporate housing is a safety net for those undergoing important updates to their homes or transitioning between residences, providing families with a stable home environment.

FACT	IMPACT OF REDUCED CORPORATE HOUSING OPTIONS
Moving presents logistical challenges and corporate housing is a seamless solution for families that require temporary housing	A lack of continuity in housing will disrupt school, work and daily routines, causing strain on families
Closing delays are a reality in the real estate market and corporate housing is a safety net during these stressful waiting periods.	Families will experience financial strains without suitable accommodation options
Home improvements disrupt daily life and corporate housing offers temporary housing away from construction and noise	Hotels or other alternatives without a properly equipped furnished living space are not only uncomfortable and inconvenient, but are also expensive for families

FILM AND PRODUCTION

Corporate housing is a heavily relied upon service by Toronto’s film and production industry and is vital to keeping Toronto as one of the top five screen-based industry hubs in North America.

FACT	IMPACT OF REDUCED CORPORATE HOUSING OPTIONS
Film and production companies require cost-effective options for their temporary housing needs, which corporate housing provides	Production companies will face higher costs to shoot in Toronto, making the city a less desirable place for the film and production industry
Projects often require flexible temporary housing terms which adapt to changing schedules and reshoots	New difficulties and challenges for film crews looking to manage their resources efficiently
Corporate housing offers sought-after locations which reduces logistical challenges for production companies and minimizes commute times	The shooting process will be hampered and discourage film companies from choosing Toronto

Refer to References, Page 13

CORPORATE HOUSING SUPPORTING THE COMMUNITY

Corporate housing providers actively engage in community outreach and philanthropic initiatives as part of their corporate social responsibility efforts. These charitable endeavors have a significant impact on the City of Toronto by:

- Addressing housing needs
- Alleviating financial burdens
- Assisting vulnerable populations

Corporate housing companies give back to the community through financial contributions, volunteering, and providing temporary housing for those in need, including offering free, subsidized, or discounted stays to individuals or families facing emergencies or hardships.



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Archdiocese of Toronto



Food Banks
Canada



NATIONAL ADVOCACY
COMMUNITY ACTION.



CORPORATE HOUSING MEMBERSHIPS AND AFFILIATIONS



Ontario Insurance Adjusters Association



Canadian Employment Relocation Council



To learn more, click on the logos to be directed to the respective websites.



CONCLUSION

In conclusion, it's imperative for city officials recognize that corporate housing is an essential service for the City of Toronto working closely with multiple sectors offering stays of 30+ nights. Given the complexities and the wide-ranging impact, any policy changes regarding corporate housing must be thoughtfully examined, balancing the potential benefits against the likely disruptions and setbacks that would ensue.

Distinguished Legacy Since 1960: Instituting Essential Corporate Housing Solutions, Tailored for Stays Exceeding 30 Days

A Covenant of Excellence: Endorsed by a Professional Trade Association Committed to a Code of Ethics

A Multifaceted Service Spectrum:

- Facilitating Relocation & Immigration
- Enabling Access to Comprehensive Medical Care & Healthcare Services
- Offering Secure Insurance Solutions for Permanent Local Residents
- Serving as a Backbone for the Flourishing Film & Production Industries

Community-Focused Collaboration: Nurturing Small Businesses, Charities and Philanthropic Partnerships to Address the Needs of Our Localities.

CORPORATE HOUSING PROVIDERS ASSOCIATION

Corporate Housing Providers Association
3502 Woodview Trace, Suite 300
Indianapolis, IN 46268
317.328.4631
Fax: 317.280.8527
www.chpaonline.org

Mary Ann B. Passi, CEO
map@chpaonline.org



CORPORATE HOUSING
PROVIDERS ASSOCIATION

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October 26, 2023

Honorable Paul Calandra,
Minister of Municipal Affairs and Housing

Corporate Housing Industry Sector—Essential to Toronto Real
Estate & Communities

Honorable Calandra:

The Corporate Housing Providers Association (CHPA) is an international trade association representing professional providers of temporary housing services as an established industry. We are reaching out to you today about the information and policies that impact medium-term housing to show our support for this industry and the companies that operate in it.

Corporate housing is fundamentally different from other types of short-term rentals. It is a well-established industry that supports fair and effective regulations in the communities in which it operates. Although only comprising a small percentage of the Greater Toronto Area's overall housing stock, corporate housing provides an important bridge of much needed temporary housing to individuals and families extending far beyond big business and corporate relocations. Corporate housing serves small businesses, traveling nurses, individuals seeking medical care, nonprofits, arts organizations, and families displaced by natural disasters, just to name a few.

The length of stay for families and individuals using corporate housing exceeds the average hotel stay and is not accommodated by the service short term rentals provide. Unlike hotels and short-term rentals, our members provide fully furnished accommodation creating ease of transition and flexibility, as employees work in the city temporarily or look to reside locally for starting 30+ days stays.

Corporate housing companies have close and longstanding partnerships with local small business vendor companies who rely on our industry to make a living in the city and support their employees' families. These individuals include housekeeping, cleaning, furniture, safety, and concierge services. Many of these local businesses are minority and/or women owned. These relationships reflect our members' commitment to GTA and the positive contribution this industry continues to make.

In the past, we've participated in the City of Toronto's open, transparent process and look forward to being part of a future collaborative process to understand the medium-term housing market. We look forward to working with you on ways that our industry can best support GTA's overall goals, while contributing to the unique fabric of local neighborhoods.

Regards,



Mary Ann B. Passi, CAE
CHPA Chief Executive Officer

 **CHPA** | CORPORATE HOUSING
PROVIDERS ASSOCIATION

October 26, 2023

Mayor Olivia Chow
Office of the Mayor
City Hall, 2nd Floor
100 Queen St. W.
Toronto, ON M5H 2N2

Dear Mayor Chow,

On behalf of the members of the Canadian Employee Relocation Council (CERC), I wish to bring to your attention the critical role that corporate housing plays in addressing the diverse and evolving housing needs of individuals and families requiring furnished accommodations for extended stays of 30 days or more. Corporate housing is also known as temporary or mid-term housing and is a vital accommodation sector in Canadian communities.

This type of housing is critically important in the employee relocation cycle when employees and families move for employment purposes. As you know, access to affordable housing is a national crisis. When employers move their employees across Canada, corporate housing serves as an interim measure until a permanent residence can be secured.

As you are aware, immigration is the fuel for Canada's labour force growth. And for newcomers to Canada, temporary housing plays an equally important role in helping them to settle and assimilate into the community until permanent housing is available. Newcomers have challenges in securing credit, deposits for housing and related financial matters; temporary housing provides time for those arrangements to be established.

In a recent survey of our members, spanning major industry sectors in Canada, all participating employers reported having a temporary housing policy in place. Most of those employers provide financial support of between 30- and 60-days duration to ensure that employees have sufficient time to settle into the new community until a permanent residence can be established. In that same survey, a lack of affordable housing was cited as a key reason why employees refuse relocating to a new location.

In November 2022, CERC also surveyed members about the lack of affordable housing and found that employers are providing practical solutions to support their employees while balancing cost increases by offering longer temporary living benefits and other non-traditional housing options.

The adaptability and versatility of temporary housing for extended stays of 30 days or longer make it indispensable to Canadian businesses as they deploy talent in today's constrained housing market.

Your support for the corporate housing sector, by ensuring the minimum length of stay remains at 30 nights, will be invaluable in fortifying this vital facet of the real estate market which benefits countless individuals and families.

I am available to meet with your staff to discuss this matter in more detail and provide any additional information that may be required.

Sincerely,



Stephen Cryne
President and CEO, Canadian Employee Relocation Council



[AMEX Global Business Travel for BHP Billiton Mobility Relocations and SIRVA Relocations](#)

To whom it may concern,

25th October 2023,

I am writing this letter of support for MyKey whom we use to supply our clients BHP and Sirva relocations with Short term Corporate housing solutions for company employees on Temporary work assignments and relocating employees.

It has been brought to our attention that there may be new legislation that may result in less short term housing being approved in Ontario and BC.

I would like to explain why 30 day minimum stay Corporate housing is so important to us as a Corporate travel company who constantly book families to relocate to Canada due to their employment.

- It is usually a family relocating so we find them a short term rental for 30 days generally, sometimes a little bit longer. This gives them time to explore the area they would like to permanently rent in or buy a home.
- Having flexibility is a must as situations change so the company do not want to tie into a 60 day contract for example if the client find a rental after 30 days. It is better to book 30 days and extend if they have been unsuccessful in finding permanent accommodation.
- A hotel does not suffice because the families require a kitchen and laundry of their own and sometimes they are relocating their family pets as well.
- Many families require 2, 3 and 4 bedroom properties to accommodate them all.
- They require a furnished property until their belongings arrive and quite often we have to extend if their container is delayed, so again flexibility is key.

Kind regards

Shelley Hannay (She/Her) | Corporate Travel Consultant

American Express Global Business Travel

O: 61-2-8228-1173

shelley.hannay@amexgbt.com

amexglobalbusinesstravel.com



References from the Relocation | Business Community (cont'd)



GLOBAL ACCOMMODATIONS

Subject: Support for the Corporate Housing Sector and the Impact of Proposed Legislation

Dear Honorable Minister Calandra,

I am writing on behalf of MyKey Global Accommodations to express our deep concerns regarding the proposed changes to short-term rental regulations in the provinces of B.C. and Ontario. We believe that these legislative amendments could significantly impact not only our business but also our ability to provide valuable accommodations for our clients who seek furnished, temporary housing for stays lasting 30 days or more. We believe that these new regulations could have a significant impact on our business and, more importantly, on our ability to serve our clients effectively.

The recent developments in British Columbia and Ontario, aiming to restrict most short-term rentals in non-primary residences, have sparked concerns within the corporate housing sector, an essential segment of the real estate landscape. We believe it is crucial to shed light on the indispensable role that corporate housing plays in addressing the diverse and evolving housing needs of individuals and families requiring accommodations for extended stays.

MyKey has established itself as a reputable and responsible provider of temporary housing solutions, emphasizing a minimum stay requirement of 30 days for our clients. We have always strived to operate within the existing regulations and to provide a service that caters to the unique needs of our clients. Our platform is designed to make it convenient for clients to find quality, fully furnished accommodations, thus contributing to their overall experience and well-being. We firmly believe that the proposed regulations should allow room for businesses like ours that offer a valuable and responsible service in the accommodation sector.

In addition to the immediate concerns for our business, we want to highlight the potential future implications for regions like Saskatchewan. While the current legislation is primarily affecting B.C. and Ontario, such regulations have the potential to set a precedent that other provinces may consider in the future. This could have far-reaching consequences on the ability of responsible short-term accommodation providers to operate effectively not just in B.C. and Ontario but throughout Canada.

In conclusion, we kindly request that the government reconsider the extent of the proposed regulation changes. We acknowledge the importance of addressing the housing crisis, and we appreciate the significance of these measures in providing attainable housing for people in B.C. and Ontario. We hope that a mutually beneficial solution can be found that maintains the viability of businesses like ours and continues to provide excellent accommodations for our valued clients while addressing the housing crisis effectively.

Thank you for considering our perspective and for your ongoing commitment to the well-being of our communities.

Sincerely,

MyKey Global Accommodation Management



Please see the below email from CapRelo in support of short term 30-60 days corporate housing in Ontario.

Short term furnished corporate housing of 30-60 days is one of the crucial components of the Global Mobility Industry. Finding a new permanent housing for relocating employees in unfamiliar locations can be very challenging. Short term corporate housing is the solution while they are searching for new homes or simply waiting for the personal effects to arrive.

Short term corporate housing solution is not merely that of a gap-filler but also as a significant player in successful relocation for relocating employees and their families in transitional phases of residence.

If the regulations change in Ontario it will have a big impact on the organizations relocating their employees to Ontario.

Aida Harounian
Director, Client Services
C: [+1-416-918-4134](tel:+14169184134)



References from the Relocation | Business Community (cont'd)



Weichert Corporate Housing Canada, Inc.
5 Wood Hollow Road
Parsippany, NJ 07054

October 25, 2023

To whom it may concern,

Weichert Corporate Housing Canada, Inc. provides fully furnished apartments to our clients who are relocating their employees throughout Canada. We rely on our partners like Premiere Suites to provide solutions for our short-term rentals of 30 days or longer. It is vital they are allowed to give us the flexibility to provide a 30-day minimum stay, as our clients do not allow a 90-night benefit to all their employees. Most employees only get 30- or 60-night stay benefit as part of their relocation package.

Weichert Corporate Housing Canada, Inc. does a tremendous amount of business in Canada due to the large number of corporate clients we work with. The volume of business we do in Canada affects the economy there and limiting the lease terms for fully furnished executive corporate housing will negatively impact our industry.

Thank you,

Laurie Boyer
Vice President Client Services

Weichert Corporate Housing
5 Wood Hollow Road Parsippany, New Jersey 07054
p: 973.630.5389 | After Hours Emergencies: 866.924.3345 | lboyer@weichertch.com



This feels like home.

Ranked #1 by Corporate Relocation Managers | CHPA Accredited

References from the Medical Community



To Whom It May Concern,

Re: DelSuites Business Reference

Throughout the years, DelSuites has been providing an important service to the families of the children of SickKids Hospital. The furnished apartments at The Livmore on 55 Gerrard St West is the ideal temporary residence in terms of its proximity to SickKids.

Among the things that we know are important to our families:

- Having accommodations close to the hospitals is a great benefit to patients and patients' families.
- Often their requirement is on short notice, and can be for a medium to long term basis.
- Having a home base with cooking facilities and other comforts is instrumental in our guests' well-being during their visit.

Our teams at the Division of Haematology/Oncology – Paediatrics Department and at the General Resource Navigation (Social Work) recognize the value that DelSuites accommodations provide to our families and we hope that they continue to provide this significant service to the community.

Dennis Maplazi,

Family Resource Navigator, Division of Haematology /Oncology

Department of Social Work

The Hospital for Sick Children | 555 University Avenue Toronto, ON, M5G 1X8

Phone: 416.813.7654 x224575 | **Fax:** 416.813.6746

Email: dennis.maplazi@sickkids.ca

References from the Medical Community (cont'd)



Patient Accommodations

October 23, 2023

RE: CORPORATE HOUSING SUPPORT OF THE PATIENT COMMUNITY

To Whom It May Concern,

I am writing on behalf of StayWell Charity, which specializes in providing accommodations to medical patients. Our mission is to provide access to accommodations for all Canadian patients, their caregivers and their families who are required to relocate to Toronto for specialized medical treatment.

Many specialized medical treatments in Ontario are not available outside of Toronto, necessitating relocation for thousands of Canadians and their families/caregivers to Toronto every year. Between StayWell's inception in 2018 until the end of 2022, we have facilitated 868 patient move-ins for extended stays ranging from 30 to 90 nights in Toronto. Through close collaborations with our hospital partners and patient advocacy groups, we know that there is a huge unmet need here that is expected to only grow in the years ahead.

StayWell Charity depends on and is extremely grateful to the Corporate Housing Provider Association (CHPA) in Toronto, which provides inventory access for patients who require extended stays.

There are numerous advantages for patients and their caregivers/families to staying in extended stay furnished rental units provided by the CHPA, as compared to hotels. These include significant cost savings, ability to prepare meals in fully stocked kitchens, extra rooms for caregivers and family members, and a high professional standard that optimizes the patient experience. We have received extremely positive feedback from patients and families emphasizing how critical these accommodations have been to their patient experiences and roads to recovery.

Simply put, without the CHPAs support and supply of inventory, this vulnerable group of Canadians needing to relocate for medical treatment would suffer a significant loss. The corporate housing providers in Toronto play a vital role here, and their ongoing contributions are essential to continuing to provide ongoing support to patients.

If you require further information, please do not hesitate to contact me. StayWell can also provide patient impact statements, if desired.

Sincerely,

A handwritten signature in black ink that reads "Sass Khazzam". The signature is written in a cursive, flowing style.

Sass Khazzam

CEO

sass@staywell.ca

416-346-7189

References from the Medical Community (cont'd)



October 27, 2023.

To Whom It May Concern:

We have been using the services of Corporate Stays for our corporate accommodation needs across Canada. The mobility of the health care workers is an essential need for both the private and public health institutions. Corporate Stays has positively impacted our organization. We are always in need of short term serviced apartments to relocate our health workers and Corporate Stays has met all our expectations in terms of offering safe accommodations while offering consistent professional service.

We firmly believe that supporting and approving stays of minimum 30 nights is not only in the best interest of our industry but also a strategic decision for all the companies depending on corporate housing. Their expertise is undoubtedly contributing to our success.

For more information, please contact us at 416 433 9008.

Kind Regards,



Folasade Aderiye
Director of Operations.



BLESSED HEARTS STAFFING
...attends de coeur

Phone: 416-433-9008, 647-702-4968
Email: info@blessedhearts-staffing.ca
www.blessedhearts-staffing.ca Info@

References from the Medical Community (cont'd)

Housing Frontline Health Care Workers

<https://toronto.citynews.ca/video/2020/05/30/housing-frontline-healthcare-workers/>

Reference from the Insurance Community



7111 Syntex Drive, Suite 200
Mississauga, Ontario L5N 8C3
905.567.6222 1.877.627.6222
F: 905.567.6226
E: info@atrens-counsel.com
W: atrens-counsel.com

To: Mayor Olivia Chow
Office of the Mayor
City Hall, 2nd Floor, 100 Queen St. W.
Toronto, ON M5H 2N2

Subject: Support for Corporate Housing Sector—A Vital Component of the Insurance Industry

Dear Mayor Olivia Chow,

I hope this letter finds you in good health and high spirits. I am writing to bring to your attention a matter of great importance, particularly in the context of ongoing discussions regarding short-term rental regulations within our great city of Toronto.

Corporate housing plays a vital role in the insurance sector, particularly when it comes to accommodating individuals and families who are facing unforeseen and often distressing situations. These situations can include damage to one's primary residence due to fire, natural disasters, or other unexpected events, where individuals and families find themselves temporarily displaced from their homes.

In such challenging times, corporate housing serves as a valuable resource for insurance companies to provide suitable and comfortable accommodations to policyholders during the claims settlement process that generally starts at 30-night stays. It allows individuals and families to maintain a sense of normalcy during a time of crisis, alleviating some of the emotional and logistical burdens they may face.

Moreover, corporate housing often offers safe, professional options that are closer to a primary residence than traditional hotels, making it convenient for families, especially with children. This is a cost-effective solution for insurance companies, allowing them to manage claims efficiently and ensure policyholders receive the support they need promptly.

I would like to emphasize the importance of Corporate Housing and the importance of a 30-night stay and ensuring that corporate housing continues to thrive in our city. It is crucial that any regulations put in place consider the distinct needs of the insurance industry and the valuable services corporate housing provides in times of distress.

I kindly request that you and your esteemed team take these factors into account as discussions on short-term rental regulations progress. Collaborative efforts to create a regulatory framework that accommodates the diverse needs of Toronto's residents and businesses, including the insurance industry, will undoubtedly contribute to the overall well-being of our community.

Thank you for your time and attention to this matter. I look forward to your continued leadership in shaping Toronto's policies and regulations to benefit all its residents.

Sincerely,



Tom Gallinger
Senior Vice President
Atrens-Counsel Insurance Brokers

Reference from the Film/ Production Community

Furnishedcondominiums.com

Dear Sir/Madam,

The City of Toronto is a full-service production jurisdiction, with superb talent both in front of and behind the camera, including digital animation and special effects, and some of the industry's best production and post-production facilities.

Prominent production companies such as Disney+, Apple TV, Paramount, Warner Bros, Amazon Prime, CBS Studios, MGM and Netflix in 2021 in Toronto alone spent 2.5 Billion dollars and has developed relationships with multiple City of Toronto vendors in air and ground transport, food services, police & fire safety services and accommodation.

Toronto's prominence in the film industry attracts a constant influx of 40-50 Feature films, Streaming Series and TV Movie productions actively ongoing throughout the year. Producers, Directors, Actors, Writers, DOPs, Stunt Teams, SFX engineers, costume and set designers from around the world are recruited for work assignments on average for 30+ days.

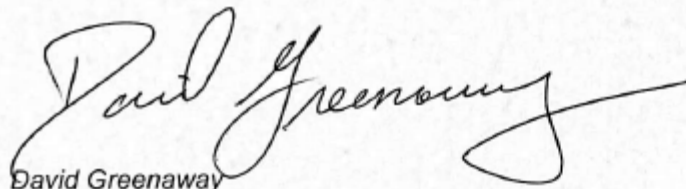
These professionals bring young families that require temporary fully equipped residential accommodation which can span from 30 days on 5-6 week new pilot productions to feature films needing 30-75 day accommodations. This consistent demand for extended accommodation has led to a steady need for corporate housing stays of 30 nights or more.:

While living in a residential setting, off hours are spent socializing in the local community getting involved in local dining, shopping and cultural activities.

An important aspect of a production is the cost to make a picture. All Production companies finance their production through borrowing. Forcing productions to pay excessive accommodation costs will affect Executive Producer decisions on whether to film in Toronto versus aggressive big North American East city competitors like Atlanta, Philadelphia, Chicago, New York and Washington.

Lastly, Corporate Housing Companies apart of CHPA are preferred in our industry because of the quality of product, service and more importantly safety and security needed for actors and crew. We find that arbnb and other internet companies in Toronto are booking unofficial daily and weekly bookings creating elevator breakdowns, building safety and overuse issues.

Condominiums requiring a min 30 day stay is the most reliable and safe accommodation necessary for our professional production staff.



David Greenaway

Production Travel Coordinator

Furnishedcondominiums.com

416-876-4985

Community Outreach and Engagement— Reference from the City of Toronto



April 24, 2020

Mr. Dan Henderson
President, Del Suites
Emailed to: DHenderson@delsuites.com

Dear Mr. Henderson:

Thank you for your generous donation of home furnishings to help house homeless Torontonians during the COVID-19 pandemic.

Individuals experiencing homelessness, many of whom are elderly or suffering from pre-existing health conditions, are particularly vulnerable to COVID-19. Given the scale of the pandemic, the City is actively working with our community and health sector partners to put in measures for active screening, testing and providing isolation spaces in community centres and hotel rooms to slow transmission and mitigate the impact of COVID-19.

This pandemic, however, has underscored that the best and only solution to homelessness is to provide people with housing. We are implementing programs to efficiently prioritize access to housing for people in our shelter system.

With Del Suites' generosity, the City will be able to quickly move vulnerable people into furnished transitional housing. Once the City has found permanent housing for these residents, the donated furnishings will move with them into their permanent homes.

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City Hall, 100 Queen Street West, 2nd Floor, Toronto, Ontario M5H 2N2
T: 416-397-CITY (2489) F: 416-338-7125 mayor_tory@toronto.ca

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Once again, thank you for your generous support in this unprecedented crisis.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Tory".

John Tory
Mayor of Toronto

A handwritten signature in blue ink, appearing to read "Ana Bailao".

Ana Bailao
Deputy Mayor of Toronto
Councillor, Ward 9, Davenport

- c. Giuliana Carbone, Deputy City Manager – Community and Social Services
Mary-Anne Bedard, General Manager, Shelter Support and Housing Administration
Denise Andrea Campbell, Executive Director, Social Development, Finance and Administration

Community Outreach and Engagement (Cont'd)

October 26, 2023



To Whom It May Concern,

I am writing to you as the Founding Director of Safe Transitions, a not-for-profit organization established in 2020 out of the urgent necessity to provide relief and support to the overrun shelters in Toronto, catering specifically to women and children who are survivors of domestic abuse, human trafficking, and homelessness. It is with great appreciation that I extend this letter of recommendation for Toronto Boutique Apartments (TBA), an invaluable partner in our program to secure safe and stable housing for the vulnerable individuals in our care.

Since our inception, the city's shelters have faced an overwhelming demand for safe housing, and statistics grimly illustrate that on any given night, up to 300 women and children are turned away due to a lack of available accommodations. In this dire context, TBA has emerged as a beacon of hope and a crucial ally in our mission. Acting as a bridge between shelters and safe housing options, TBA has generously opened its doors, providing temporary and affordable living spaces for those in desperate need.

Our collaboration with Toronto Boutique Apartments has not only significantly improved our capacity to serve these women and children, but it has also directly contributed to the wellbeing and stability of our community at large. The individuals we serve are given a unique opportunity to regain control of their lives, focus on their mental health, and embark on a journey of recovery and independence, all within the secure confines of the housing provided by TBA.

The resident testimonials speak volumes about the positive impact of this partnership. The structured support and safe living environment afforded by TBA have empowered numerous individuals to break the cycle of instability, manage their finances effectively, and foster a sense of accomplishment and hope for the future.


As the City of Toronto contemplates the imposition of restrictive regulations on the for-profit arm of businesses like TBA, it is imperative to consider the broader implications of such actions. The symbiotic relationship between Safe Transitions and Toronto Boutique Apartments is a testament to the profound and tangible good that can be achieved when non-profit initiatives and for-profit enterprises work hand in hand for the betterment of society.

Imposing stringent regulations on TBA's operations would inadvertently hinder the progress and positive societal contributions that have been achieved thus far. It is crucial to recognize that the potential harm extends beyond the business itself, impacting the very fabric of our community and the lives of those we are collectively striving to empower.

In closing, I wholeheartedly recommend and advocate for Toronto Boutique Apartments, urging the City of Toronto to consider the invaluable contributions this organization has made, and continues to make, in our collective mission to create a safer, more stable society for all.

Should you have any questions or require any further information, please feel free to contact me.

Yours truly,



Yuliana Krysa
Director, Operations
Safe Transitions
yuliana@safetransitions.co
1.888.347.2334

Community Outreach and Engagement (Cont'd)

City News Interview:

How New Initiative Helps Shelter Residents Find Affordable Housing

<https://toronto.citynews.ca/video/2020/06/24/how-new-initiative-helps-shelter-residents-find-affordable-housing/>

<https://style.ca/piper-skye-safe-transitions/>

 **City of Toronto**  @cityoftoronto


Replying to @cityoftoronto

The new program is located in two connected, vacant mid-rise apartment buildings. There is a total of 125 furnished units for clients. The City thanks DelSuites for donating furniture and housewares for 40 of these units.

4:47 PM · Apr 29, 2020 · Twitter Web App

4 Retweets 2 Quote Tweets 14 Likes

 **City of Toronto**  @cityoftoronto · 2h

Thank you @delsuites & @tridel for your generous donation of 13 furnished suites with a face value of 55K to shelters, supporting the #CityofTO Rapid Rehousing Program. Learn how you can help: toronto.ca/donateTO #donateTO #charity #community #delsuites #corporatehousing



DonateTO
The City of Toronto is working hard to support everyone impacted by COVID-19. There are many ways you can support your community, ...
toronto.ca

 **City of Toronto**  @cityoftoronto · Aug 2, 2020

THANK YOU to @delsuites of @tridel group who donated furniture from 25 of their suites with a face value of \$120K to shelters for the Rapid Rehousing project. Learn how you can help: toronto.ca/donateTO #DonateTO



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