

Wednesday, April 3, 2024

Toronto City Council c/o Nancy Martins
Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2
via email: phc@toronto.ca

RE : PH11.9 – Research from McGill University

To Chair Councillor Gord Perks & Planning & Housing Committee members:

I am writing to you as President of DelSuites Inc and extend our heartfelt gratitude for your inclusive and thoughtful approach taken by the Municipal Licensing and Standards department towards the regulation of Short-Term Rental By-law Implementation and Medium-Term Rental review. Your efforts greatly contribute to the vibrancy and inclusivity of our community.

We also express our appreciation to David Wachsmuth and his team for their research into the landscape of short-term rentals (STRs) and medium-term rentals (MTRs) within Toronto. While we find common ground with many findings of Mr. Wachsmuth's report, we wish to offer industry perspectives on key aspects concerning MTRs, which we believe are essential for a comprehensive understanding of the market.

I wish to bring to your attention a significant oversight in the recent study on medium-term rentals in Toronto, particularly regarding the number of MTR units in the market on the research conducted by McGill University. We believe that the market encompasses fewer than 2,200 units. Furthermore, DelSuites Inc, along with other corporate housing providers in the city, were not consulted during the course of this study. This exclusion represents a considerable gap in the research, omitting a decade's worth of industry knowledge and expertise.

The corporate housing sector plays a pivotal role in our city's housing ecosystem, offering essential accommodations that cater to diverse needs, from business travel to family relocations, projects, medical reasons, insurance claims, and involvement in the film and production industries. The insights and data that companies like DelSuites could have contributed are invaluable in painting a complete and accurate picture of the Medium Term-Rental housing landscape.

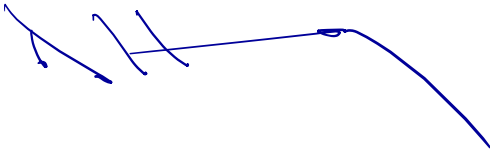
I believe that engaging with established corporate housing providers would have enriched the study, leading to more informed and balanced and accurate data findings. It is critical for future research and policy development to encompass the breadth of perspectives within the housing market, ensuring comprehensive understanding and effective regulation.

I urge the City to recognize this oversight and to consider the depth of knowledge that our sector offers. We are keen to collaborate and share our expertise to support informed decision-making and policy formulation that benefits all stakeholders in Toronto's housing market.

Since 1998, DelSuites Inc has been a committed participant in Toronto's corporate housing sector, with our team members holding industry-recognized designations that highlight their expertise. We remain dedicated to contributing to the city's medium-term rental market with our extensive knowledge and best practices.

We support your efforts to protect affordable housing stock and craft legislation that curtails outliers to our established best practices as a legitimate industry. We've participated in the City of Toronto's open, transparent process in the past and look forward to collaborating in the future to provide input on the medium-term housing market. We look forward to working with you on ways that our industry can best support City's overall goals, while contributing to the unique fabric of local neighborhoods.

Sincerely,

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Dan Henderson

President – DelSuites Inc



THE HOSPITAL FOR
SICK CHILDREN

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



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



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

[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





**Atrens-Counsel
Insurance Brokers**

Part of Arthur J. Gallagher Canada Limited

7111 Syntex Drive, Suite 200
Mississauga, Ontario L5N 8C3
905.567.6222 1.877.627.6222
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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,

A handwritten signature in black ink, appearing to read "Tom Gallinger", is enclosed within a thin black rectangular border.

Tom Gallinger
Senior Vice President
Atrens-Counsel Insurance Brokers

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.



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



Canadian Employee Relocation Council

Tel: 416- 593-9812 Fax: 416-593-1139

Toll-free: 1-866-357-CERC (2372)

E-mail: info@cerc.ca www.cerc.ca

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,

A handwritten signature in black ink, appearing to read 'Stephen Cryne', enclosed in a thin black rectangular border.

Stephen Cryne
President and CEO, Canadian Employee Relocation Council



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)



HRO POWER **Baker's Dozen**
Customer Satisfaction Ratings
RELOCATION
2022 & 2023 Winner
#1 Best Overall RMC



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 though 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



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.



GLOBAL ACCOMMODATIONS

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



Terence Doherty
613-650-7880

Ontario Insurance
Adjusters Association
720 King Street West,
Suite 465
Toronto, Ontario
M5V 3S5

November 2, 2023

To whom it may concern:

The OIAA (Ontario Insurance Adjusters Association) is an association of Adjusters, claims representatives and other members that work with and in the Insurance Industry. Premiere Suites is a member of our association and provides support and temporary housing to our industry. This need comes into play on a regular basis as our insured's have all sorts of claims that require temporary housing. Depending on the type of loss, most; if not all require fully or partially furnished temporary housing as a result of all sorts of losses, such as floods, fires and other losses that cause their homes to become inhabitable for days, weeks or even months.

Premiere Suites should not be subject to the new proposed by-law as they are necessary to the industry as our needs vary from day to day and without companies like Premiere Suites, we are going to see an increase in claims costs, premium increases and other related issues that will affect our insured's to be placed in temporary housing on a quick as needed turn around.

If you would like to discuss this further, please do not hesitate to reach out to me at the address or number listed above,

Yours truly,

Terence Doherty

Terence Doherty,
President (2023-2024)
Ontario Insurance Adjusters Association

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,

A handwritten signature in black ink, appearing to read "Yuliana Krysa". The signature is fluid and cursive, with a large initial "Y" and "K".

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

Wednesday, April 3, 2024

Toronto City Council c/o Nancy Martins
Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2
via email: phc@toronto.ca

RE : PH11.9 – Research from McGill University

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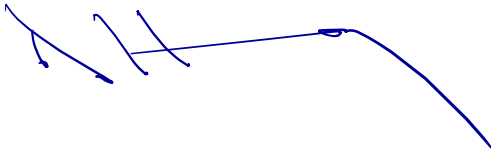
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Sincerely,

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Dan Henderson

President – DelSuites Inc