

The STEP program (Sustainable Towers, Engaging People)

STEP supports apartment owners to benchmark, analyze and improve their building's performance in **Energy, Water, Waste, Operations, Safety and Community** – with a goal of reducing operating costs, improving tenant satisfaction and occupancy rates, reducing environmental impacts, and creating a healthier, safer community for all. Buildings are supported to move through the 4 STEPS:

STEP 1: Learning and Planning	STEP 2: Implementation	STEP 3: High Performance	STEP 4: Leadership
<i>Building the knowledge and skills necessary to develop and implement future improvement plans.</i>	<i>Investing in short-term improvements - Implementing projects that result in significant yet easily attainable benefits.</i>	<i>Building on early successes with investments in more comprehensive, long-term retrofits and initiatives.</i>	<i>Being a leader in promoting new technologies, new solutions and best practices to create a stronger, more liveable community.</i>
For example, a building at this STEP would...			
<ul style="list-style-type: none"> • keep track of energy, water, waste • keep lists of vulnerable residents and emergency contact information • clearly post and distribute human rights, tenant rights and responsibilities, and fire safety information • have an effective way of communicating with tenants • conduct a safety assessment and a walk-around the property to see where it can make improvements for tenant-use space, outdoor areas • start identifying ways to improve 	<ul style="list-style-type: none"> • engage and educate residents on energy & water conservation, waste diversion, and safety • reduce its energy and water use by switching to high-efficiency lighting, low-flow shower heads and faucet aerators • conduct a water/energy audit • ensure staff are trained on energy/ water conservation, waste diversion, resident engagement and IPM • have a capital improvement plan, do preventative maintenance, improve common areas, and install bike racks • put in place effective recycling equipment, signs and reminders • provide access to community information and resources 	<ul style="list-style-type: none"> • be in the top 25% of the benchmark for energy, water & waste performance • further reduce its energy and water use with a Building Automation System, motion sensors, ultra-low-flow toilets and other retrofits • divert as much waste as possible to other collections • provide a Welcome Package for new tenants and a strong focus on resident engagement • host & fund community events • have a weather events strategy and a 'cool room' for extreme heat situations • become certified (e.g. CRB) 	<ul style="list-style-type: none"> • be in the top 10% of the benchmark for energy, water & waste performance • use renewable energy and track GHG emissions • redistribute and reinvest savings from energy, water, and waste into other areas to improve quality of life for residents • actively engage residents in decisions about the building, conduct regular tenant surveys, and respond to residents' community and safety needs • have well-maintained, safe and accessible indoor and outdoor amenity space for residents and local groups to use • provide training and employment opportunities for residents • be prepared for all emergencies and have a generator for 'shelter in place'

Tower Renewal connects property owners and managers with financing, financial incentives, tools and resources to help them improve performance, save money and move through the 4 STEPs of the program.