

MEMBER

MANUAL



CONTENTS

Welcome Message	3
Overview of the CRB Program	4
About the Program	4
Core Values	5
Eligibility	6
Benefits to Certification	7
Sustainability and Environmental Responsibility	9
Living Green Together™	10
ESG and GRESB Alignment	11
Key Environmental Policies	13
CRB Program Governance	15
Program Governance	15
Certification Committee	17
Code of Conduct	18
Resident Concerns & Complaint Resolution	20
CRB Certification Requirements	21
Certification Requirements	21
Certification Process	24
Maintaining Certification	26
Key Timelines Summary	27
Program Costs	28
Certification Fees	28
Audit Fees	29
Training Fees	30
Resources and Support	32



WELCOME TO THE CANADIAN CERTIFIED RENTAL BUILDING™ (CRB) PROGRAM!

We're excited to welcome you to Canada's leading certification program for the multi-residential rental housing sector. By becoming CRB-Certified™, your organization and property demonstrates a commitment to operational excellence, integrity, sustainability, and social responsibility.

In this manual, you will find comprehensive guidance on the certification process, compliance requirements, training programs, and support resources, equipping you with everything needed to uphold our high standards.

Thank you for your dedication to quality and excellence in rental housing! Together, we're building well-run, well-managed, well-maintained, and sustainable communities across Canada.

ABOUT THE PROGRAM

The Canadian Certified Rental Building™ (CRB) Program is Canada's leading quality assurance and certification program for the multi-residential rental housing sector. Established in 2008 by the Federation of Rental-housing Providers of Ontario (FRPO), the CRB Program™ provides third-party verification of building quality, management excellence, and sustainability practices.

CRB certification ensures rental properties are well-run, well-managed, and well-maintained—meeting strict operational, environmental, and resident service standards. Certified buildings operate more efficiently, reducing operational costs, mitigating risks, and improving asset performance.

Currently operating in Ontario, British Columbia, Alberta, Saskatchewan, Nova Scotia, and New Brunswick, the CRB Program continues to expand nationally, offering rental housing providers a recognized framework for responsible property management and operational best practices.

The only prerequisite for participation is that organizations must be members in good standing of FRPO, their provincial rental housing association, or the Canadian Federation of Apartment Associations (CFAA) and have the organizational capacity to meet the program's standards.

CRB certification is valid for three (3) years, after which properties must undergo re-certification to maintain status.



CORE VALUES OF THE PROGRAM

The Certified Rental Building™ (CRB) Program is built on a foundation of core values, ensuring it remains a trusted benchmark for quality, professionalism, and sustainability in the rental housing sector.

01

Operational Excellence

A commitment to efficiency, cost-effective building management, and risk mitigation to ensure well-maintained, high-performing rental properties that benefit both residents and property owners.

02

Integrity & Professionalism

Upholding honesty, fairness, accountability, and ethical business practices, ensuring that rental housing providers act with transparency and in the best interest of both residents and stakeholders.

03

Sustainability & Environmental Responsibility

Reducing environmental impact, promoting green initiatives, and prioritizing responsible property management through energy efficiency, water conservation, and sustainable building practices that enhance long-term operational performance.

04

Social Responsibility & Inclusion

Creating inclusive communities, ensuring fair treatment for all renters, and fostering equity and respect in rental housing by promoting accessibility, diversity, and resident well-being.

ELIGIBILITY OF THE PROGRAM

The Certified Rental Building™ Program is open to rental housing providers of all sizes that meet program requirements. To participate, organizations must:

- ◆ Be members in good standing with:
 - Federation of Rental-housing Providers of Ontario (FRPO)
 - Your provincial rental housing association, or
 - Canadian Federation of Apartment Associations (CFAA)
- ◆ Demonstrate the ability to meet CRB Program™ standards through documented compliance with program guidelines, successful completion of regular audits, and commitment to ongoing staff training and development.

1

Enhanced Operational Efficiency & Cost Savings

- Lowers energy, water, and waste consumption and costs through environmental best practices.
- Reduces maintenance costs by promoting proactive building management and preventative maintenance.
- Supports compliance with municipal, provincial, and federal regulations, reducing legal and operational risks.
- Streamlines property management practices, ensuring clear processes and accountability.

2

Risk Mitigation & Asset Protection

- Enhances risk management by establishing clear standards for building operations, maintenance, and regulatory compliance.
- Reduces the potential for costly repairs and liability through routine property assessments and third-party audits.
- Helps future-proof assets by encouraging practices that improve resilience to weather-related disruptions and emerging climate-related risks.
- Supports ethical and transparent business practices that protect assets, strengthen reputation, and build trust with residents and stakeholders.

BENEFITS OF CERTIFICATION

3

Stronger Renter Experience & Attraction

- Demonstrates a commitment to high service standards, enhancing renter trust and confidence.
- Ensures properties are safe, professionally managed, and properly maintained.
- Promotes inclusive, high-performing communities that foster a sense of belonging.
- Supports a consistent, professional living experience that reflects positively on your brand.

4

Competitive Market Advantage & Brand Differentiation

- CRB certification signals operational excellence and high-quality property management, helping attract responsible and sustainability-conscious renters.
- Grants access to marketing tools that help certified properties stand out in a competitive rental market.
- Reinforces long-term value by promoting high-quality operations and strong resident satisfaction.
- Strengthens leasing strategies by offering trusted third-party recognition of building quality and service excellence.

5

Increased Investor & Stakeholder Confidence

- Aligns with environmental, social, and governance (ESG) priorities, including GRESB and recognized sustainability reporting frameworks.
- Helps institutional investors and REITs meet responsible investment standards.
- Provides independent third-party validation of operational excellence and ESG performance.
- Demonstrates strong governance and long-term value creation, enhancing stakeholder trust.

Sustainability is a cornerstone of the Certified Rental Building™ (CRB) Program, ensuring that certified properties are not only well-managed but also environmentally responsible. The CRB Program™ recognizes that multi-residential buildings have a significant impact on energy consumption, water usage, and waste generation, making sustainability a critical factor in long-term operational success.

Through CRB certification, property owners and managers are encouraged to adopt best practices in energy efficiency, waste reduction, water conservation, and sustainable building management. By embedding environmental responsibility into certification standards, the CRB Program™ supports the transition to a greener, more resilient rental housing sector.

LIVING GREEN TOGETHER™ ENVIRONMENTAL STANDARDS

The Living Green Together™ Environmental Standards were developed to help rental housing providers reduce their environmental impact while maintaining high-quality living environments for residents. These standards focus on practical, actionable measures that property owners and managers can implement to enhance sustainability.





LIVING GREEN TOGETHER™ ENVIRONMENTAL STANDARDS

Key components of the Living Green Together™ Standards include:

- 01 CORPORATE ENVIRONMENTAL POLICIES**
Establishes organization-wide policies and monitoring practices to guide environmental commitments, sustainable purchasing, and data-driven decisions that help reduce environmental impact and operating costs.
- 02 ENERGY EFFICIENCY**
Focuses on reducing electricity and natural gas consumption and associated costs through energy-efficient lighting, appliances, and operational improvements.
- 03 WATER CONSERVATION**
Encourages the use of low-flow fixtures and water-efficient practices to reduce consumption and lower utility expenses across building operations.
- 04 WASTE DIVERSION & RECYCLING**
Promotes strategies to minimize waste generation, increase recycling and reuse, and reduce disposal costs.
- 05 ENHANCED INDOOR AIR QUALITY**
Ensures indoor air in suites and common areas meets health standards to support resident well-being and reduce potential operational risks.
- 06 EMPLOYEE & RESIDENT ENGAGEMENT**
Drives sustainability outcomes by empowering staff and residents to reduce consumption and adopt environmentally responsible behaviours.

The Living Green Together™ initiative aligns with global sustainability goals, reducing carbon footprints and promoting long-term environmental stewardship in the multi-residential sector.



ESG AND GRESB ALIGNMENT

The Global Real Estate Sustainability Benchmark (GRESB) is an internationally recognized tool that evaluates the environmental, social, and governance (ESG) performance of real estate portfolios. It provides standardized and validated data used by institutional investors to assess the sustainability and performance of real estate investments.

How CRB Certification Supports ESG Goals

- ◆ **Recognized by GRESB:** The CRB Program™, administered by the Federation of Rental-housing Providers of Ontario (FRPO), is a GRESB Partner and Industry Supporter. CRB certification is listed among approved building certification programs under GRESB, reinforcing its value in environmental, social, and governance (ESG) performance benchmarking for the rental housing sector.
- ◆ **Environmental Responsibility:** CRB standards incorporate sustainability best practices such as energy efficiency, water conservation, waste reduction, and enhanced air quality.





- ◆ **Social Impact:** Certified buildings promote high service standards, safe living conditions, and equitable treatment of residents.
- ◆ **Governance:** The CRB Program ensures transparent operations and compliance with best industry practices.

By obtaining CRB Program™ certification, property owners and REITs can improve their GRESB scores by demonstrating compliance with environmental, social, and governance (ESG) standards. The certification also enhances investor confidence by providing third-party verification of sustainable building operations, ensuring transparency and accountability.

Additionally, it reinforces a company's commitment to sustainability, resident well-being, and corporate responsibility, positioning certified properties as leaders in responsible property management.





KEY ENVIRONMENTAL POLICIES & BEST PRACTICES

To achieve CRB™ Program certification, rental housing providers must implement key environmental policies and follow best practices that contribute to sustainable property management.

Core Environmental Policies:

- ◆ **Documented Environmental Policy** – Outlines an organization's commitment to sustainability and specific environmental targets.
- ◆ **Environmentally Preferable Purchasing Policy** – Ensures procurement of energy-efficient, non-toxic, and eco-friendly products.
- ◆ **Sustainability Reporting & Performance Monitoring** – Track progress on energy, water, and waste reduction goals.





Sustainability Best Practices for Building Management:

- ◆ **Energy Efficiency Upgrades** – Installing LED lighting, smart thermostats, and high-efficiency HVAC systems.
- ◆ **Water Conservation Initiatives** – Implementing leak detection systems and low-flow fixtures.
- ◆ **Waste Diversion Programs** – Providing recycling stations, composting options, and resident engagement on proper waste disposal.
- ◆ **Green Building Maintenance** – Using eco-friendly cleaning products and maintaining high indoor air quality standards.
- ◆ **Resident & Staff Education** – Conducting sustainability workshops, providing conservation tips, and encouraging green behaviors.

By integrating these policies and practices, CRB - Certified™ properties not only reduce operational costs but also enhance long-term asset value, improve resident satisfaction, and contribute to a more sustainable future.

Ultimately, CRB certification is a badge of operational excellence, assuring property managers, investors, and renters that certified properties are professionally managed, efficiently run, and future-ready.

More information on living sustainably can be found in the CRB Member Resource Centre.

Effective governance ensures that organizations operate with accountability, transparency, and strategic oversight. It establishes clear objectives, manages risks, and optimizes performance to uphold integrity and value.

The CRB Program™ governance framework ensures:

- Informed decision-making and due diligence.
- Effective implementation of policies and strategies.
- Risk identification, monitoring, and mitigation.
- Efficient operations and resource management.
- Compliance with laws, regulations, and ethical standards.
- Continuous improvement and stakeholder value.



The CRB Certification Committee oversees program management, ensuring integrity, accountability, and strategic alignment. Effective governance and oversight help ensure:

Effective governance and oversight help ensure:

- Thorough due diligence before key decisions.
- Proper implementation of policies and strategies.
- Identification, monitoring, and mitigation of key risks.
- Efficient and effective business processes and systems.
- Achievement of expected outcomes and performance goals.
- Optimal resource allocation and value for money.
- Compliance with policies, laws, regulations, and ethical standards.
- Proactive resolution of emerging concerns.
- Protection and stewardship of assets.
- Commitment to continuous improvement.

Through these committees, the CRB Program™ maintains high governance standards, reinforcing its commitment to accountability, excellence, and stakeholder trust.



CRB Certification Committee

The CRB Program™ Certification Committee is composed of industry professionals who provide oversight and strategic direction. Current members include:



Dilan Cetinkaya
Director, Certification
FRPO



Randy Daiter
Chair, Vice President
M&R Holdings



Mairi McKinnon
Manager, ESG
Killam Apartment REIT



Shelly Poulin
Vice President,
National Operations,
Hazelview Properties



Yehudi Hendler
President,
Y.L. Hendler



Theresa Pelletier
Vice President,
National Operations
Minto Group



Geoff Younghusband
Senior Vice President
Osgoode Properties



Jason Fawcett
President,
Kelson Group



CODE OF CONDUCT

The Certified Rental Building™ (CRB) Program is managed by the Federation of Rental-housing Providers of Ontario (FRPO), which represents and advocates for the interests of multi-residential stakeholders across Canada. FRPO promotes fair rental-housing practices, effective communication between property managers and residents, and high standards in building management.

The CRB Program™ Code of Conduct establishes expectations for certified members and their commitment to ethical, professional, and responsible property management.

Code of Conduct Commitments

- 1 Compliance with FRPO and CRBP Standards** – Members shall abide by FRPO bylaws and the terms and conditions governing the Certified Rental Building™ Program. They must act conscientiously in their interactions with residents and uphold the values of FRPO.
- 2 Integrity in Business Practices** – Members shall operate their rental accommodations with professionalism, honesty, and fairness in all dealings with residents, suppliers, employees, and contractors.
- 3 Safe and Well-Maintained Properties** – Members shall maintain a safe and secure living environment for both residents and employees.

- 4 **Adherence to Laws and Regulations** – Members shall comply with all municipal, provincial, and federal legislation and bylaws related to residential tenancies and property management.
- 5 **Commitment to Non-Discrimination** – Members shall not discriminate against any individual based on race, color, creed, gender, sexual orientation, family status, national origin, receipt of public assistance, or source of income.
- 6 **Advocacy for Fair Housing Policies** – Members shall bring attention to and work toward changing any laws or policies that are discriminatory, inequitable, or unfair to rental housing providers or residents.
- 7 **Fostering Positive Resident Relations** – Members shall build and maintain relationships with residents based on mutual respect, recognizing the rights and responsibilities of both parties.
- 8 **Fair and Timely Dispute Resolution** – Members shall make every effort to resolve disputes in good faith within their organization and, when applicable, through mediation services such as the Landlord and Tenant Board.
- 9 **Commitment to Professional Growth** – Members shall continuously seek to improve their professional standards through education, training, and industry engagement to enhance the reputation of the rental housing industry.
- 10 **Prevention of Fraud and Unethical Practices** – Members shall actively safeguard against fraud, misrepresentation, and unethical business practices.

All CRB-Certified™ members and buildings are required to uphold these principles to maintain certification and contribute to a reputable, high-quality rental housing industry.



RESIDENT CONCERNS & COMPLAINT RESOLUTION

The Certified Rental Building™ (CRB) Program is committed to ensuring that certified properties maintain high standards of quality, professionalism, and resident satisfaction. To support this, the program provides a structured process for addressing resident concerns, whether they relate to potential violations of CRB standards or other property-related issues.

Complaint Resolution Process



By maintaining this transparent complaint resolution process, the CRB Program™ ensures that resident feedback is acknowledged and addressed, reinforcing the program's commitment to accountability and high-quality rental housing.

To achieve certification, properties must meet three (3) core requirements that form the foundation of the Certified Rental Building™ Program. These requirements ensure that CRB-Certified™ buildings operate at the highest industry standards and are continuously improving.

1

COMPLIANCE WITH CRB STANDARDS OF PRACTICE

CRB - Certified™ properties adhere to standards within six (6) key areas:

01

HUMAN RESOURCES STANDARDS

Promote employee professionalism, safety, and fair treatment through supportive workplace practices and opportunities for growth.

02

RESIDENT MANAGEMENT STANDARDS

Ensuring respectful communication, engagement, and high-quality service for renters.

03

OPERATIONS MANAGEMENT STANDARDS

Establishing best practices for building operations, maintenance, transparency, and accountability.

04

FINANCIAL & RISK MANAGEMENT STANDARDS

Supporting sound financial planning, asset reinvestment, and proactive risk mitigation to enhance property value.

05

ENVIRONMENTAL MANAGEMENT STANDARDS

Encouraging energy and water conservation, waste reduction, enhanced air quality and resident participation and education in sustainability initiatives.

06

STATE OF CONDITION STANDARDS

Ensuring properties are safe, well-maintained, and provide high-quality living conditions.

2

MANDATORY TRAINING & EDUCATION FOR PROPERTY MANAGEMENT STAFF

The CRB Program™ requires all participating property managers complete the following training to ensure consistency in service quality and operational best practices:

- CRB Environmental Awareness & Leadership Training
- CRB Ambassador's Training
- Accessible Customer Service Training*

*Not required for Ontario properties as this is covered by Accessibility for Ontarians with Disabilities Act (AODA) training.

Ongoing education is required to ensure that property managers and frontline staff remain up to date on industry regulations, resident rights, and responsible management practices. All training is delivered through e-Learning.

3

INDEPENDENT THIRD-PARTY AUDITING & RISK MANAGEMENT

An on-site inspection will be scheduled and conducted to review compliance with CRB standards.

Within four (4) weeks of the on-site audit, the CRB audit report will be issued, detailing any deficiencies. If critical deficiencies are identified, property management must:

- Resolve all deficiencies within four (4) weeks; OR
- Submit an action plan to CRBP outlining resolution timelines and next steps.

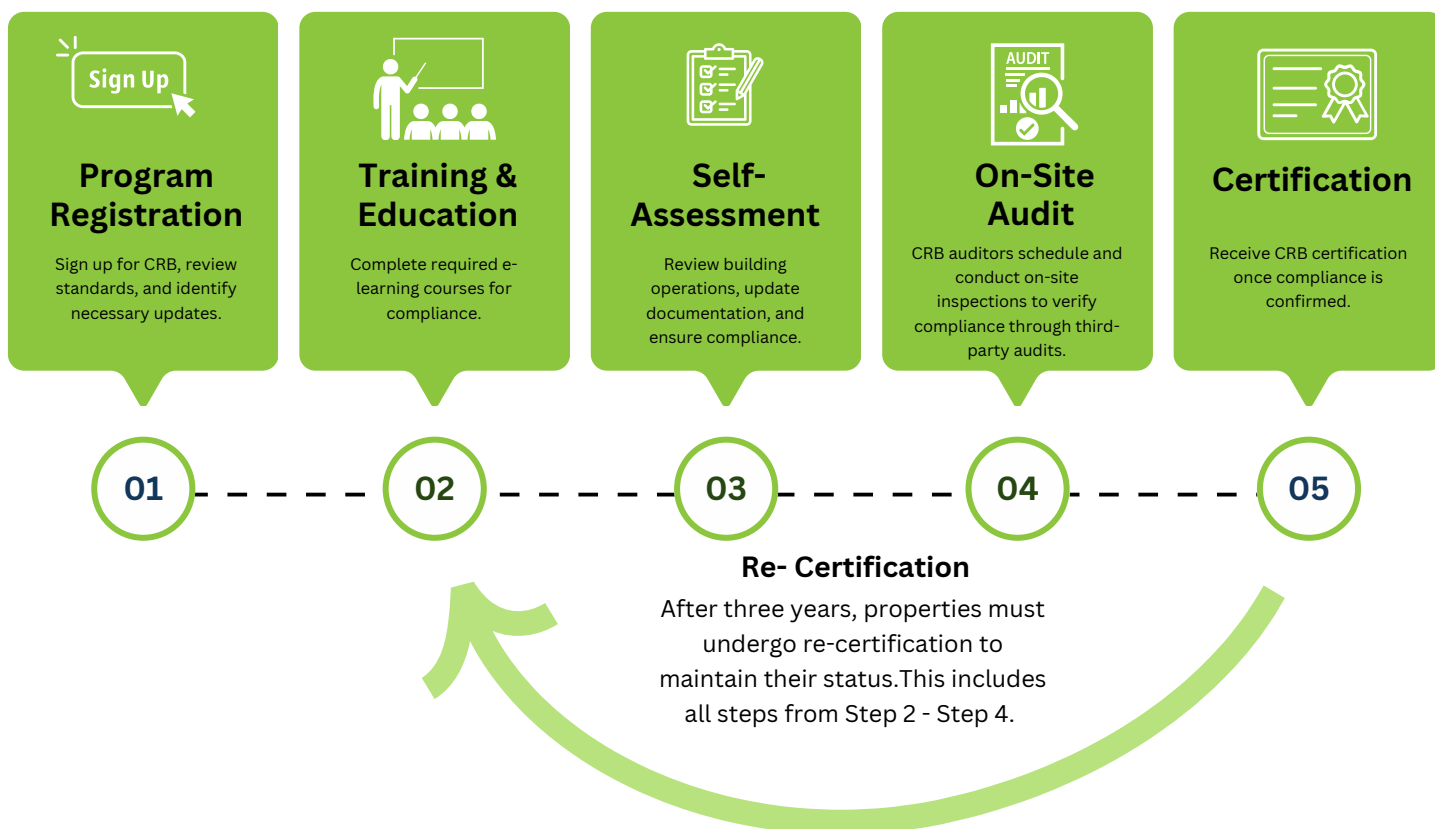
Once all deficiencies are resolved, CRBP will issue the certificate within one (1) week. The certificate will be issued based on the on-site audit date but will remain on hold until all issued are corrected.

CERTIFICATION PROCESS

The Certified Rental Building™ (CRB) Program follows a structured five-step certification process to ensure rental properties meet the highest operational, environmental, and resident service standards.

This process includes training, compliance documentation, on-site audits, and certification issuance, ensuring that certified buildings are well-run, well-managed, and well-maintained.

CRB Certification Process



Certification Process

1 Step 1: Program Registration

- Enroll in the CRB Program™ by completing and emailing the [registration form to info@crbprogram.org](mailto:info@crbprogram.org)
- Review the CRB Standards of Practice to understand certification requirements.

2 Step 2: Training & Education

- Property teams are required to complete the following CRB Program training courses:
 1. CRB Environmental Awareness & Leadership Training
 2. CRB Ambassador's Training
 3. Accessible Customer Service Training*

All training is delivered through e-learning modules.

*Not required for Ontario properties as this is required by legally mandated Accessibility for Ontarians with Disabilities Act (AODA) training.



Timeframe: Prior to audit scheduling

3 Step 3: Self-Assessment and Compliance Documentation

- Review and update all building-specific documentation to ensure compliance with CRB Program™ standards.
- Conduct a gap analysis of building policies and building condition against CRB Program™ requirements.
- Prepare and revise policies, procedures as required.
- Upload all compliance documents for submission and review.



Timeframe: Prior to audit scheduling

4

Step 4: On-Site Audit and Deficiency Resolution

Once all training and self-assessment steps are completed, the on-site audit can be scheduled.

Audit Process:

- Inspection of building operations, resident services, and sustainability practices.
- Review of compliance documentation (policies, training records, maintenance logs, etc.)
- Assessment of building conditions to ensure they meet state of condition standards

Addressing Non-Compliance:

- If the auditor identifies critical deficiencies, the property will be required to:
 - Resolve all deficiencies within 4 weeks, OR
 - Submit an action plan to CRB Program™ outlining how and when the issues will be corrected.
- **To resolve deficiencies:** Upload all deficiency resolution evidence to the shared folder linked in the Audit Summary section of the audit report.

5

Step 5: Certification

Once all audit findings and compliance issues are resolved, the property will be awarded CRB Program™ Certification.

- Audit reports are issued within 4 weeks of the on-site inspection.
- Certification is effective as of the audit date but remains on hold until all issues are resolved.
- Final certification is issued within 1 week after resolving all deficiencies.



Timeframe:

- Audit report issued within 4 weeks.
- Critical deficiencies must be addressed within 4 weeks.
- Final certification issued within 1 week of resolving deficiencies.

Maintaining Certification: Re-Certification and Ongoing Compliance

CRB Program™ certification is valid for three (3) years, after which properties must undergo re-certification to maintain their status.

- Re-certification audits are required every three (3) years to ensure continued compliance.
- Random audits may be conducted to verify ongoing adherence to CRB standards.
- Properties must continue staff training and operational improvements throughout the certification period.

Failure to maintain compliance with CRB standards may result in certification being revoked or placed on hold until deficiencies are corrected.

 Timeframe: Re-certification audits every three (3) years





KEY TIMELINES SUMMARY

STAGE	RESPONSIBLE PARTY	TIMEFRAME
Complete Training Requirements	Property Owner / Manager	Prior to audit scheduling
Review Standards & Prepare Policies	Property Owner / Manager	Prior to audit scheduling
Audit Conducted	Auditor & Property Owner / Manager	Scheduled date
Issue Audit Report	CRBP	Within 4 weeks of audit
Address Critical Deficiencies	Property Owner / Manager	Within 4 weeks of receiving report
Deficiency Resolution Review Period	CRBP	Within 3 weeks of receiving documentation
Resolve Remaining Deficiencies	Property Owner / Manager	Within 2 weeks of receiving deficiency review report
Certification Issued	CRBP	Within 1 week of resolving deficiencies
Certification Effective Date	-	Audit Date
Re-Certification Audit	Auditor & Property Owner / Manager	Every 3 years



The Certified Rental Building™ (CRB) Program has a transparent fee structure to cover the costs of certification, auditing, and training while ensuring that property managers and owners receive value through operational efficiency, compliance verification, and market differentiation.

Below is a breakdown of program fees, audit costs, and training expenses associated with CRB Program™ certification.

PROGRAM FEES

Certification Fees

CRB Program™ certification fees are calculated per unit and apply to each property undergoing certification.

NUMBER OF UNITS	ANNUAL FEE
25 or more units	\$4.00 per unit
Less than 25 units	\$100 per member

- Membership fees are invoiced annually over the three-year certification period.
- Fees cover certification administration, verification, and program support.

Original CRB Program™ members may have a grandfathered rate structure. These members should contact CRB Program™ administration to confirm their existing rate and renewal pricing.



Audit Fees

A third-party on-site audit is required for certification to verify compliance with CRB standards. The audit fee is determined by the type of building and the number of units.

AUDIT TYPE	COST	NOTES
Head Office Compliance Audit (first-time members)	\$275	One-time fee for new members
Hi-Rise Building Audit (with elevators)	\$360 per building	Applies to buildings with multiple floors and elevators
Low-Rise Building Audit (no elevators)	\$235 per building	Applies to walk-up apartments and smaller buildings
Townhouse, Garden Homes, Walk-up Properties Audit	\$360 per property	Special pricing available for properties with 100+ units
Document Review (Virtual Audit)	\$35 per hour	Up to 2 hours per property
Travel Expenses	Varies	All auditor travel costs are covered by the property owner

- Audit fees cover the cost of scheduling, conducting the audit, and issuing reports.
- Each property must undergo an audit to obtain certification.



Training Fees

All property management teams must complete the following three (3) mandatory training courses. Training fees are charged per seat and vary by course.

TRAINING COURSE	COST PER PERSON
Accessible Customer Service Course*	\$49.95 + HST
CRB Program Ambassador	\$25.00 + HST
Environmental Leadership & Awareness	\$39.95 + HST

*Not required for Ontario properties as this is covered by Accessibility for Ontarians with Disabilities Act (AODA) training.

- Training should be completed prior to the on-site audit.
- Fees cover access to CRB Program™ e-learning platform and training materials.

To help property managers successfully achieve and maintain CRB Program™ Certification, the program provides a comprehensive range of tools, guidance, and promotional materials. These resources are designed to support compliance, enhance operational excellence, and improve resident engagement, ensuring properties uphold CRB standards effectively.

- **Compliance Checklists & Templates** – Step-by-step tools to help property managers meet CRB standards efficiently and track progress.
- **Marketing & Promotional Materials** – Certified properties receive branding assets, signage, and digital materials to showcase their CRB-Certified™ status and attract quality residents.
- **Resident Guides** – Educational materials to inform residents about CRB standards, sustainability initiatives, and pest-free living practices.
- **Training & Best Practices** – Ongoing learning opportunities for property management teams, covering key topics such as environmental leadership, resident services, and operational excellence.
- **Dedicated Member Support** – Access to CRB experts for assistance with compliance, audit preparation, and best practices to maximize program benefits.

CLICK HERE TO ACCESS
THE CRB RESOURCE HUB





For additional tools, best practices, and guidance, members can access the CRB Resource Hub, a centralized platform offering downloadable checklists, sustainability toolkits, and compliance support materials.

Whether you're preparing for your first audit, maintaining certification, or looking for ways to further enhance your property's sustainability and operational performance, CRB's support network is here to help every step of the way.

For additional resources or personalized assistance, visit www.CRBProgram.org or email us at info@crbprogram.org

Thank you for becoming CRB-Certified™ !

