

In Touch



with the

**Real Estate Institute of Canada
Toronto Chapter**



Real Estate Institute of Canada Toronto Chapter

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Winson Chan, MBA, FRI, CRES

PRESIDENT-ELECT

Ron Fraser, CPM

SECRETARY-TREASURER

Johnmark Roberts, FRI

DIRECTORS

Ken Finch, CPM

Don Hui, CRF, CRP, CRU

Our Mission

The Real Estate Institute of Canada's objective is to advance opportunities for people in real estate.

Core values:

- Providing lifelong learning
- Maintaining a relevant resource centre
- Awarding professional designations
- Creating networking opportunities
- Representing and promoting the real estate industry and profession

Envisioned Future

The Real Estate Institute of Canada is the pre-eminent national association of Real Estate professionals.

Discover the benefits of choosing a professionally designated REIC member.

Incoming President's Message

April 23, 2009

A.G.M. – Toronto Chapter

Thank you Andrew,

As your incoming President of the Toronto Chapter, I too would like to welcome all guests, National staff, new and not so new members and candidates. I would also at this time like to thank Mr. Ed Heese from CMHC for his presentation and to thank all past and present board members for all their work and dedication over the past year. These are: Sharon Bart, Donna Swanson, Alice Costantino, Andrew Gordon, Winson Chan and Allen Schacht.

As your new President, I pledge to continue with REIC's longstanding tradition of reaching out to members in an effort to encourage participation at all levels with your Toronto Chapter as well as all REIC functions and events organized by National.

Also, REIC's other "raison d'être" is to encourage ongoing education in the real estate industry whether it is property management, sales, leasing and of course my favourite, finance in the real estate context. Your chapter will continue to organize events and seminars throughout the year and I encourage all to participate in order to network and keep up with industry news.

I also encourage all members to participate through various committees (CPM, sales and leasing, and CRF) or write an article or story relating to your work experience that might be of benefit to other members. The Chapter will publish it in our *In Touch* newsletters.

In keeping with this theme, we have been striving to cut back on printed material and the associated costs in mailing etc., so please visit our site www.reictoronto.org for a list of all upcoming events and news in general, or watch for our email mail outs. Although we are now hosting our own site, we will soon be joining National's site: www.reic.ca along with all other chapters across Canada.

I also invite all who can attend to join your Chapter board representatives in Halifax for our National A.G.M. this coming May 28-31. Packages on the A.G.M., as well as the 2009-2010 Course Catalogue are available at the front of the room.

Finally, we will now draw for prizes generously donated by our National office.

Again, thank you all for participating in our A.G.M. this year and I now formally pass the podium back to our moderator, Andrew Gordon.

Clarence R. Wedge

Toronto Chapter's 2009 Annual General Meeting

The Chapter's AGM was held on Thursday, April 23, 2008 at the Katz's Delicatessen Restaurant at 3300 Dufferin Street. Ed Heese, Principal-Market Analyst of CMHC, presented a seminar entitled "Market Forecast Update" immediately prior to the AGM which was well attended by more than 40 chapter members as well as four representatives from the National REIC office, including the Executive Director, Maura McLaren.

As per our custom, immediately after the Call to Order, thirteen new members were sworn in and presented with their designation certificates and pins by the outgoing Chapter President Winson Chan, MBA, FRI, CRES. Following the establishment of a quorum and the President's Report as well as the Treasurer's presentation of the financial statements, the new Board of Directors for 2009-2010 were sworn in by Andrew Gordon, FRI (Emt), CPM (EMT), the Toronto Chapter's President Emeritus and Past REIC National President.

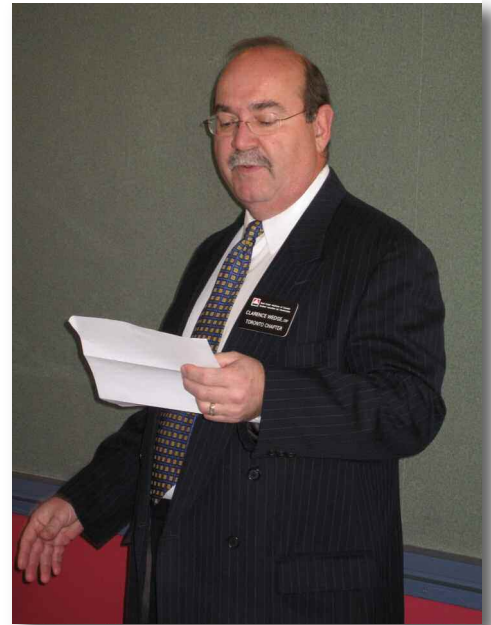
The new Board Members are: President Clarence Wedge, CRF; Past-President Winson Chan, M.B.A., FRI, CRES; President-Elect Ron Fraser, CPM; Treasurer Johnmark

Roberts, FRI; Directors: Don Hui, CRF, CRP, CRU; Ken Finch, CPM.

Clarence Wedge, the new Chapter President outlined his goals for the coming year in his speech and thanked the Members of the Board and its committees. Clarence reminded all of the members of the immediate availability of new REIC Course calendars and Annual Meeting brochures for all attendees and thanked REIC National for the pads and pens that were distributed to our chapter membership. He then concluded with a draw for door-prizes of leather portfolio cases provided by REIC National.

The Chapter thanked the new Chapter Administrator, Beth McKenzie of Taylor Enterprises Ltd. upon the completion of her first year of service to the Chapter. Beth replaced Andrew Gordon who for health reasons had to retire from his Chapter duties after more than two decades of service.

The meeting adjourned from the meeting room to the main dining area where all partook of a delicious lunch. ■



Incoming Chapter President, Clarence Wedge.



Winson Chan, 2008-2009 Chapter President, presenting to Guest Speaker, Ed Hesee from CMHC.



New Board being sworn in at the AGM.



New members were presented with their designation certificates.

Risk Management Strategies for Building Owners and Property Managers:

How to Reduce Your Potential Liability and Insurance Premiums

The Real Estate Institute of Canada – Toronto Chapter organized a presentation by Marsh Canada Limited on risk management strategies for the annual PM Springfest conference held Wednesday April 1, 2009 at the Metropolitan Toronto Convention Centre. The morning one-hour session was well attended.

Insurance premiums only form one component of a company's total cost of risk. Retained losses, whether recognized or not, loss prevention expenses, broker compensation, and administrative costs are the others. The workshop examined strategies to manage these costs collectively to reduce the Total Cost of Risk. The presentation included risk management tools to learn to help reduce property and business liability risks and to help prevent excessive negligence claims against property and business.

Following a very informative question and answer period at the conclusion of the seminar, REIC Toronto Chapter Past-President Sharon Bart, B.A., CPM, ARM presented Erin Magilton Morneau, Vice President, Real Estate Group, Marsh Canada Limited and Neil Gilbertson, Managing Director, Real Estate Industry Practice, Marsh Canada Limited with small gifts as a token of appreciation for their informative presentation. For more information please contact Marsh Canada Limited at www.marsh.ca ■

The LCBO Durham Logistics Centre

The LCBO Durham Logistics Centre is the largest single distributor of beverage alcohol in the world. Twenty-seven thousand cases are brought into Ontario per year, the operation of which is overseen by the Social Responsibility Office. On February 11, 2009 the REIC Toronto Chapter presented a tour of this massive, highly automated facility to its members and guests.

The facility carries 13,000 products sourced from 60 countries world wide. The Durham Centre is the central hub for the LCBO and is the size of 8 football fields. Durham ships an average in excess of 120,000 cases of product per day. Fifty-five percent of all of the alcohol products come from overseas with the balance of forty-five percent from North



America. Through two modes of receiving, Durham is capable of receiving 200,000 cases per day into their inventory. The majority of inventory arrives palletized. It is unloaded quickly and checked before being sent to storage.

The Durham Retail Services Centre is one of the largest and most automated distribution centers of its kind in North America. The storage bay area contains 180,000 square feet or 1,800,000 cubic feet of High Bay storage capacity holding 62,826 pallets of product which is stored and retrieved by way of 12 unmanned automated storage and retrieval cranes. Cranes are fully automated and have a telescoping shuttle table. Nestled within the High and Low Bays are case picking sub-system equipment which convey case orders to be palletized and shipped to retail LCBO stores throughout Ontario. The orders turn around time is 24 hours within the greater Toronto Area.

Orders are batched four ways: Via cranes, tunnels, tiers and manually. Bar label orders are placed on each case. Once cases are picked they are placed on pallets and bar-



coded (license plated) for tracking purposes. Pallets are then conveyed to the deck where scanners read the bar codes and the orders are sorted to the customer store order. The system provides for better product flow and reduced inventory costs as this facility can ship up to 115,000 cases per day.

Automation is the key, but the Durham facilities people are what really makes it work. The LCBO owns its own logistics facility. It was built in 1983, commissioned in 1984 and commenced shipping in 1985. Most of the management staff have 20 plus years experience working at the facility. There are unique procedures for how the staff needs to interact with the equipment which serves five hundred plus stores. Orders are batched into geographical groups of stores so that each tractor trailer may carry enough product for delivery to four stores orders at any one time.

Breakage is less than .1% or \$1 Million dollars per year product cost. If the product was not packed and stored properly, the loss is charged back to the supplier. If one bottle is broken, the entire case is dumped and charged back to the supplier. The facility is environmental conscientious and keeps the bulk of the breakage loss stored in bins before shipping it out to a recycler. Packaging causes waste issues at the store level, which is therefore shipped back to the distribution

continued...

The LCBO Durham Logistics Centre Cont'd.

centre for recycling. Cases are manually tied and stacked for stability without any shrink-wrap to reduce waste.

Trailers of orders are dropped in the yard and shunted to the rail. From there they are sent to Montreal. North American orders are unloaded at the facility from the trucks in an hour. The driver stays with the trailer during the unloading. Odd size pallets are sold off while foreign pallets are inspected, sanitized, stamped before entry to Canada using automated palletizers. A message is sent from the controller, which lowers or raises the pallet order to the appropriate lane and feeds the product to the correct order lane. While the bar code and technology systems are new to the facility the automation system is original. Manual Stations can handle 60 cases per minute and 450 cases per hour. On average there are 60 cases to one pallet. The picker validates the order via a scan of the bar code. Product entering the facility is counted, weighed and given a transaction number which stays with the pallet even when empty. At the end of the line, cases are diverted to lanes for store shipping. There they are



scanned and verified.

The Durham Logistics Facility is entirely climate controlled. The low and high bays temperature is cooled by 480 tons electric of cooling. Heating is by gas heated hot water boilers. The costs are huge as there is a tremendous amount of heat loss via the open loading doors for trucks to park inside the building's loading docks. Air circulation ducts draw down and out on every rack structure. Humidity has to be controlled to prevent any collapsing of cardboard boxes.

The Fire Protection System consists of in-

rack sprinklers with exterior escape tunnel routes for workers. The higher alcohol products consist of at least 40% alcohol increasing the fire risk. The building was designed for this high density storage and its inherent special needs. The facility operates two shifts, five days per week with all in-house maintenance done after operating hours.

REIC Toronto Director Ron Fraser, CPM presented Bruce Pizzolato, P.Log Director of Durham Retail Service Centre & Thunder Bay Retail Service Centre and John Alston, Manager of Stock Control and Administration, LCBO with small gifts as a token of our appreciation for this outstanding tour of this unique automated facility. ■

Where Art meets Architecture!

The REIC Toronto Chapter hosted a tour of the newly transformed Art Gallery of Ontario (AGO) on January 20th, 2009. The tour was well attended by REIC Toronto Chapter Members and guests.

The AGO opened Nov 14, 2008, after undergoing a \$276 million dollar transformation, and welcomed over 52,000 guests in the first 3 days. The transformation was designed by the world renowned architect Frank Gehry. It is his first building to not only be built in Canada, but in his hometown of Toronto. The transformed AGO houses 73,160 works of art with over 4000 on display at all times.

The REIC Members were guided through the transformed AGO, by an AGO-provided tour guide who was with the gallery throughout the construction and recently trained on the new theme of this tour: "Where Art Meets Architecture".

The tour included: the new tinted titanium-and-glass four-storey south tower with its splendid urban views; the new spiral central staircase that soars from the second floor, through its glass ceiling and extends to the fifth floor; along with the new sculpture atrium, the Galleria Italia, which provides a view northward of the surrounding cityscapes. Gehry combined Douglas fir with new materials, natural light from skylights, windows and window walls with diverse gallery spaces to make a stunning showcase for the 110 galleries that make up the AGO.



The transformation increased the size of the AGO from 486,000 gross square feet (340,000 net) to 580,000 gross square feet (407,000 net). Though the transformation was not deemed to be LEED eligible, the new design includes energy saving measures such as: variable speed drives in the main HVAC plant; and light-harvesting, through the use of skylights and interior lighting controlled by sensors.

After the tour, REIC members were invited to revisit the galleries, as the tour included a day pass to the AGO.

REIC Toronto Chapter Director Ron Fraser presented the AGO tour guide with a small gift as a token of appreciation for this outstanding tour of one of the foremost art galleries in Canada. ■



Association of Administrative Assistants
 Canadian Institute of Management - Toronto Branch
 Certified General Accountants Association of Ontario
 Chartered Secretaries Canada - Ontario Branch



Guild of Industrial, Commercial and Institutional Accountants
 Toronto Chapter - Real Estate Institute of Canada



Presents...



Mardi Gras Night

Come and enjoy an evening of fun and networking
 as we cruise the Toronto Harbour on The Yankee Lady !

Thursday, June 25, 2009

Boarding: 6:00 pm • Docking: 9:30 pm
 249 Queens Quay West, Toronto

(in front of the Admiral Hotel to the right of the Marine Police Station at
 the foot of Reese St. See reverse for directions.)

Open to family & friends!

Early Bird (register by June 14th) - \$70.00 • After June 14th - \$75.00
 Includes: 3 Hour Cruise, Buffet Dinner and Boarding Pass



RESERVATION FORM - AAA, CGA, CIM-Toronto, Guild of ICIA, ICSA-Ontario & REIC-Toronto presents "Mardi Gras Night", June 25, 2009

Name: _____

AAA CIM-Toronto
 CGA Guild of ICIA
 ICSA REIC-Toronto

Address: _____

City _____ Prov. _____ Postal Code _____

Email: _____
 (Please provide for further correspondence)

Guest Name(s): [Please indicate which Association you are registering with]

AAA CIM-Toronto
 CGA Guild of ICIA
 ICSA REIC-Toronto

AAA CIM-Toronto
 CGA Guild of ICIA
 ICSA REIC-Toronto

COST: Early Bird - \$70.00 / After June 14th - \$75.00

No. of Tickets = _____ = \$ _____

Charge my: Visa MasterCard


Account No. _____

Exp. Date _____ / _____

Cardholder Name _____

Signature _____

Fax to: Canadian Institute of Management - Toronto Branch at
 (416) 491-1670

 Mail Cheques payable to CIM-Toronto to:
 2175 Sheppard Ave. E., Suite 310, Toronto, ON M2J 1W8



Yankee Lady III

Located at 249 Queens Quay W. in front of the Admiral Hotel to the right of the Marine Police Station at the foot of Reese St.

Coming from the West or North/West:

Take the QEW or 427 to the Gardiner East bound, exit at Jameson Ave. Continue driving east along Lake Shore Blvd. approximately 3 KM. Turn right on to Bathurst St., and then left at the lights on to Queens Quay. Continue east to the second light and turn right. Yankee Lady III is docked in front of the Police Station.

Coming from the North:

Take the Don Valley Parkway southbound to Gardiner Expressway West. Exit at Yonge St. Continue west on Lake Shore Blvd. and turn left at Reese St. Continue south to Queens Quay. Yankee Lady III is docked in front of the Marine Police Station.

Coming from the East:

Take Lake Shore Blvd. west to Reese St. Turn left and continue south to Queens Quay. Yankee III is located in front of the Marine Police Station.

Parking:

There is parking available in the area at street level or under the Admiral Hotel.