

# 2010 Survey of Service Industries: Real Estate Rental and Leasing and Property Management

**This document is confidential when completed.**  
Si vous préférez recevoir ce questionnaire en français,  
veuillez nous appeler au numéro sans frais suivant :  
**1-800-972-9692.**



■ If necessary, please make address label corrections in the boxes below.

0001	Legal name		0004	Address (number and street)	
0002	Business name		0005	City	
0021	Title of contact		0006	Province/territory or state	
0008	First name of contact		0053	Country	0007 Postal code/zip code
0028	Last name of contact		0010	Language preference	<input type="checkbox"/> English <input type="checkbox"/> French

This information is collected under the authority of the *Statistics Act, Revised Statutes of Canada, 1985, Chapter S-19.*

**COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.**

## A - Introduction

### Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Please access [www.statcan.gc.ca/survey-enquete/index-eng.htm](http://www.statcan.gc.ca/survey-enquete/index-eng.htm) for more information on this survey.

### Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

### Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

**Please return the questionnaire within 30 days.**  
**Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1-888-883-7999.**

Lost the return envelope or need help? Call us at **1-800-972-9692** or mail to:  
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at [www.statcan.gc.ca](http://www.statcan.gc.ca)

## B - Main business activity

1. Please describe the nature of your business.

0055


2. Please check the **one main activity** which most accurately represents your **main** source of revenue.

0230  Lessors of residential buildings (apartments, houses, etc.)

0233  Lessors of non-residential buildings (office buildings, shopping malls, etc.)

0234  Lessors - self storage mini warehouses

0235  Lessors - other real estate property (mobile home parks, land, etc.)

0240  Property managers (residential and non-residential)

### Exclusions from the survey:

0232  Social housing (if rental income derived from social housing exceeds 80% of revenue)

0243  Condo association

0040  None of the above — Please call **1-800-972-9692** for further instructions.

**If you checked any of these exclusions, please return the questionnaire (see cover for mailing details)**

## C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2010 and March 31, 2011. Please indicate below the period covered by this questionnaire.

from <sup>0011</sup>

yyyy	mm	dd
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 to <sup>0012</sup>

yyyy	mm	dd
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2. If the reporting period does not cover a **full year**, please check the reason(s) below:

0031 <sup>1</sup>  seasonal operations    <sup>2</sup>  new business    <sup>3</sup>  change of fiscal year    <sup>4</sup>  change of ownership    <sup>5</sup>  ceased operations    <sup>6</sup>  temporarily inactive

## Reporting instructions

- Report for business unit(s) specified on the label on the front page.
- Complete only the questions that apply to your business.
- When precise figures are not available, please provide your best estimate.
- Report in Canadian dollars. Dollar amounts and percentages should be rounded to whole numbers.
- Consult the reporting guide at [www.statcan.gc.ca/guides-e](http://www.statcan.gc.ca/guides-e) for further information.

## D - Revenue

A detailed breakdown may be requested in other sections.

		CAN\$
1.	<b>Sales of goods and services</b> (e.g., rental and leasing income, commissions, fees, admissions, services revenue) Report net of returns and allowances.	2299
2.	Grants, subsidies, donations and fundraising	2068
3.	Royalties, rights, licensing and franchise fees	2022
4.	Investment income (dividends and interest)	2097
5.	Other revenue (please specify): <span style="float: right;">2001</span>	2077
6.	<b>Total revenue</b> (sum of questions 1 to 5)	2098

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## E - Expenses

		CAN\$
1.	Salaries and wages of employees who have been issued a T4 statement	3010
2.	Employer portion of employee benefits ( <b>include</b> employer contributions to pension, medical/life insurance plans, employment insurance, etc.)	3040
3.	Commissions paid to non-employees	4466
4.	Professional and business services fees (e.g., legal, accounting)	4315
5.	Subcontract expenses ( <b>include</b> contract labour, contract work and custom work)	3060
6.	Charges for services provided by your head office	4555
7.	Cost of goods sold, <b>if applicable</b> (purchases <b>plus</b> opening inventory <b>minus</b> closing inventory)	5721
8.	Office supplies	3301
9.	Rental and leasing ( <b>include</b> rental of premises, equipment, motor vehicles, etc.)	4115
10.	Repair and maintenance (e.g., property, equipment, vehicles)	4178
11.	Insurance ( <b>include</b> professional liability, motor vehicles, etc.)	4350
12.	Advertising, marketing and promotions (report charitable donations at question 22)	4365
13.	Travel, meals and entertainment	4370
14.	Utilities and telecommunications expenses ( <b>include</b> gas, heating, hydro, water, telephone and Internet expenses)	4084
15.	Property and business taxes, licences and permits	4410
16.	Royalties, rights, licensing and franchise fees	4440
17.	Delivery, warehousing, postage and courier	4179
18.	Financial services fees	4325
19.	Interest expenses	4630
20.	Amortization and depreciation of tangible and intangible assets	4520
21.	Bad debts	4542
22.	All other expenses <span style="float: right;">4531</span> (please specify):	4569
23.	<b>Total expenses</b> (sum of questions 1 to 22)	4699
24.	Corporate taxes, if applicable	4600
25.	Gains (losses) and other items (see reporting guide)	4601
26.	<b>Net profit/loss after tax and other items</b> (see reporting guide)	2304

## F - Industry characteristics

Please provide a breakdown of your income.

CAN\$

### 1. Rental income - residential properties

1150

Please provide a percentage breakdown of your residential rental income:

%

a) rental or leasing of residential space in houses (e.g., singles, town houses, row houses, doubles)

1151

b) rental or leasing of residential space in apartments (e.g., apartments, duplexes, triplexes)

1152

c) rental or leasing of land for residential use (e.g., for trailer parks and mobile home parks)

1153

d) other rental of residential space (e.g., mobile homes, motor homes, houseboats, rooms in boarding houses and dormitories when used as a principal residence)

1154

CAN\$

### 2. Rental income - non-residential properties

1228

Please provide a percentage breakdown of your non-residential income:

%

a) rental or leasing of office and professional space

1155

b) rental or leasing of commercial space (e.g., stores, restaurants, cinemas, banks, beauty salons, concession space at entertainment or sports venues)

1156

c) rental or leasing of industrial space (e.g., for manufacturing, storage, distribution; **include** research parks; **exclude** mini-warehouse and self storage)

1157

d) rental or leasing of land for non-residential use (e.g., for commercial or industrial use; **include** agricultural land, inland surface waters for recreational use)

1158

e) other rentals of non-residential space (for banquets, parties, and social events, business conventions, theatres, sports venues, auditoriums, stadiums, etc.)

1159

CAN\$

### 3. Rental income - mini-warehouses and self-storage units

1210

### 4. Property management services

1336

Please provide a percentage breakdown of your property management services:

%

a) residential building

1149

b) non-residential building

1161

c) land

1162

CAN\$

### 5. Revenue from goods purchased for resale as is (drink, food, games)

2028

### 6. Other related sales (please specify):

2559

2558

### 7. Total sales (sum of questions 1 to 6)

2305

%

### 8. Percentage of total revenue from real estate investment trust

2698

## F - Industry characteristics (continued)

### Selected expenditure information

Please report in Canadian dollars.

		CAN\$
9. Property management fees paid	3202	
10. Real estate commissions paid	3212	
11. Value of inducements to tenants	3222	
12. Transfer taxes and lot levies paid	4426	
13. Property taxes paid	1127	
14. Mortgage interest paid	4620	

### Property information

	Residential		Non-residential	
		number		number
15. Number of buildings owned and/or managed at year end	5016		5017	
16. Number of rental units owned and/or managed at year end	5018		5019	
17. Square feet rented or leased (non-residential only)			5023	

### Renovations and alterations

Report the total value of investment or capital expenditures which comprises additions, renovations or alterations, replacement and new installations of equipment.

	Residential		Non-residential		Total	
		CAN\$		CAN\$		CAN\$
18. Total capital expenditures	9323		+	9324	=	9326

### Waste management

19. a) Do you pay a contractor or a municipality to collect some or all of your solid or liquid waste and/or recyclable materials?

<sup>5800</sup> <sup>1</sup>  yes      <sup>3</sup>  no, go to **section G**

	CAN\$
b) How much did you pay for waste management and/or recycling during the reporting period?	5801

## G - Personnel

1. Number of partners and proprietors, <b>non-salaried</b> (if salaried, report at question 2 below)	6321	<b>number</b>
<hr/>		
2. Paid employees		
a) average number of paid employees during the reporting period (see reporting guide)	6339	
<hr/>		
b) percentage of paid employees (from question 2a) who worked <b>full time</b>	6328	<b>%</b>
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3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable)	6320	<b>number</b>

H, I and J - Not applicable

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## K - Provincial/territorial distribution

1. Please report the number of business units/locations operating in Canada during the reporting period. Business unit is defined as the lowest level of the firm for which accounting records are maintained for such details as revenue, expenses and employment.

number  
5001

2. Do you have business units/locations in more than **one** province or territory?

<sup>9966</sup> <sup>1</sup>  **yes, go to question 3**

<sup>3</sup>  **no, go to section L**

3. Please report the following data for the provinces or territories in which you have business units, indicating if you are reporting in Canadian dollars **or** percentages.

<sup>9967</sup> <sup>1</sup>  \$ **or** <sup>2</sup>  %

	Number of business units (locations)	Total revenue	Salaries, wages and employee benefits	Amortization and depreciation of tangible and intangible assets	Total expenses
1. Newfoundland and Labrador	5002	4824	4826	4827	4927
2. Prince Edward Island	5003	4829	4831	4832	4932
3. Nova Scotia	5004	4834	4836	4837	4937
4. New Brunswick	5005	4839	4841	4842	4942
5. Quebec	5006	4844	4846	4847	4947
6. Ontario	5007	4849	4851	4852	4952
7. Manitoba	5008	4854	4856	4857	4957
8. Saskatchewan	5009	4859	4861	4862	4962
9. Alberta	5010	4864	4866	4867	4967
10. British Columbia	5011	4869	4871	4872	4972
11. Yukon	5014	4874	4876	4877	4977
12. Northwest Territories	5013	4879	4881	4882	4982
13. Nunavut	5012	4884	4886	4887	4987
14. Total	5015	4889	4891	4892	4992



## L - Contact information

Name of person to contact about this questionnaire:

0026 1  Mr. 2  Mrs. 3  Miss 4  Ms

0054	Last name		0017	Telephone number	
0013	First name		0027	Extension number	
0014	Title		0016	Fax number	
0018	E-mail address		0020	Website address	

Date completed: 0015  yyyy  mm  dd

How long did you spend collecting the data and completing the questionnaire? 9910  hour(s) 9909  minutes

## M - Comments

We invite your comments below. Please be assured that we review all comments with the intent of improving the survey.

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## General information

### Confidentiality

#### Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey records from Statistics Canada.

Information from this survey will be used for statistical purposes only and will be published in aggregate form only.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

**Section 11** of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies

have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon.

The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

**Section 12** of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

### Record linkages

To enhance the data from this survey, Statistics Canada may combine it with information from other surveys or from administrative sources.

**Thank you for completing this questionnaire.  
Please retain a copy for your records.  
Visit our website at [www.statcan.gc.ca](http://www.statcan.gc.ca)**