

**“Represents the best interests of the industry, providing opportunities for the growth, for environmentally sound, profitable businesses, having trained professionals serving the public”**

**HARA news for Greater Toronto area**

**December 2004**

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**NEW TOWING STORAGE RATE SET BY TORONTO COURTS**



When Toronto - based financing company VFC Inc. was faced with seven thousand dollar storage invoice for a two month period, for a car that was surrendered as part of a bankruptcy, the storage yard operator wouldn't budge. The storage yard operator shot back with the fact that Toronto had no fixed rate for storage and the storage yard was entitled to charge a rate of \$100 a day. This despite pictures of the storage yard showing no enclosed fence and accessible from the street from three different entry points. The finance company set into motion a court case in line with the Repair and Storage Lien Act (RSLA) When the case finally went to court, the storage facility argued that the rate of storage was indeed fair and that they were not gouging. At the same time, VFC Inc., stated that the rate of storage was exorbitant and that the court had to consider rates government organizations and even a city located outside of Toronto area deemed "acceptable" rates. The courts considered and ordered that the proper daily rate of storage for a vehicle was \$37.00 "This decision marks a first precedent for storage rates in the City of Toronto." VFC Inc. believes that this sets a precedent in the

future should a company dispute storage rates. Moreover, says VFC Inc., such a precedent creates fertile ground for Toronto's city council to enact a by-law outlining acceptable storage rates. For the two-page information file, courtesy of VFC Inc., please see <http://www.ciia.com/provinces/ontario/VFCletter.pdf>

**WSIB PREMIUMS GOING DOWN**

Workplace Insurance premiums for collision repair shops are going down for the second consecutive year. The new rates announced for 2005, drop the fee per \$100 from \$3.57 to \$3.41. That's a 4.5 % reduction. If you need health and safety assistance for your shop, please call HARA at 1-866-309-4272 for our WHMIS course or assistance through the Ontario Service Safety Alliance.

**CENTENNIAL COLLEGE AWARDS TO VENDORS**

HARA's meeting moderator asked for the time needed to honour individuals and companies for their outstanding contributions to making collision repair industry training exciting and vibrant. A number of the award recipients had donated product and services, time and money to ensuring that collision repair, autobody repair and auto refinishing training is well equipped and well taught in the schools and community colleges that young

people attend to become skilled apprentices and technicians. Without these special gifts, autobody programs could have been lost and fewer young people would find out that the trade offers a great career with a good future. The



awards from the Greater Toronto area included: Peter Woodall from Centennial College thanked Mike Elliot from Elliott's Collision in Newmarket for their donation of frame rack equipment; and Sean Basilio of 3M Canada for their contributions to their programs at Centennial College. Toyota Canada was honoured for their donation of a spraybooth for the autobody program at the new Robert Bateman Secondary School; Akzo Nobel Coatings for their work at General Brock Secondary School

**MIKE COLLE WARY OF DRP'S**

In a presentation to HARA's Stoney Creek October meeting, MPP Mike Colle, the government's lead on auto insurance talked out loud about his concerns with DRP's in Ontario's collision repair industry. MPP Colle, spoke highly of the Collision Repair Standards Act, which would have the effect of ensuring the public was protected by allowing repairs at any shop that met industry standards. More info on [www.ciia.com](http://www.ciia.com)

**Special points of interest:**

**WHMIS TRAINING**

This Workplace Hazardous Materials Information System (WHMIS) training program is mandatory for collision repair and auto refinish shops. This 3.5 hour training course offered to any shop in Ontario can be completed in one evening, or afternoon. Please contact the office at 1-866-309-HARA [hara@ciia.com](mailto:hara@ciia.com) or [www.ciia.com](http://www.ciia.com) under "Contact Us / Questions" to book your training.

**WWW.CIIA.COM**

The Automotive Industry's Information Centre. Featuring news, employment postings and Collision repair shops across Canada

*10 steps to a more profitable shop.*

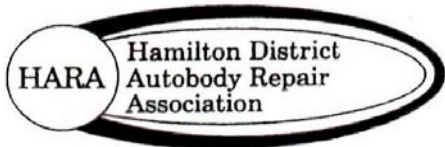


*Yours free to download on the opening page of [www.ciia.com](http://www.ciia.com)*

**New Autobody Compliance Web site [Autobodyhelp.ca](http://Autobodyhelp.ca)**



**For further details please visit our news / events section on [www.ciia.com](http://www.ciia.com) or call 1-866-309-HARA (4272)**



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### **NEW CHANGES EXPECTED FROM ONTARIO TO CURTAIL “CHASING”**

Ontario’s lead on auto insurance, Mike Colle, Parliamentary Assistant to the Minister of Finance provided HARA representatives with the new Insurance Act proposals that have gone to Cabinet for their review. John Norris, Executive Director for the Hamilton-based collision repair trade association (HARA), Alex Szabo, President of the Collision Industry Standards Council of Ontario and Bill Davis representing the new car dealers association in Ontario met with MPP Colle last Monday to discuss solutions to working on the benefits introduced in the Collision Repair Standards Act of 2002. The Act was passed unanimously by Queen’s Park but never implemented. MPP Colle, has addressed some of the provisions in sections of the Act that entailed controlling tow truck and collision repair shop abuse. Included in the proposed Insurance Act regulations are: service providers (tow truck operators, storage facilities and collision repair shops) who charge an amount in consideration for the provision of goods and services if the goods or services are not provided would be guilty, upon conviction, of an unfair or deceptive act or practice. Other deceptive practices would include: Soliciting or demanding a referral fee, directly or indirectly, by or from a service provider;

Acceptance of a referral fee, directly or indirectly, by or from a service provider; The payment of a referral fee, directly or indirectly, to or by a service provider; Charging an amount in consideration for the provision of goods and services where the amount charged unreasonably exceeds the amount to other persons for similar goods and services. For more information on the Collision Repair Standards Act, please see: <http://www.ciia.com/provinces/ontario/cisco.html>

### **NEW FINANCIAL NEWS-LETTER HELP OFFERED FREE TO HARA MEMBERS**

Starting December 1, all HARA member shops will start to receive the new SB Partners newsletter that addresses modern business concerns. Delivered electronically by HARA’s audit firm, the newsletter will be sent automatically to all HARA members by e-mail. In past issues the newsletter handled topics such as: Business valuation; Personal financial planning; Minimizing credit card fraud; Long term strategizing; Technology and check-ups for your business; GST and tax credit programs; Financial indicators and check lists for your shop; Auto deduction limits for tax planning and reporting. HARA President Tony Nigro says “This is just another advantage of HARA member-

environmental and WHMIS training, new profitability manuals and product discounts and this new free service for members makes association membership even more valuable.” Any member shop who does not want to receive this free assistance, should e-mail [info@ciia.com](mailto:info@ciia.com) or 1-866-309-4272 (HARA) and will be removed from the list. HARA also reminds shops to access the free “Productivity” section of the industry web site for new “not-included” lists, ADP and Mitchell online estimating, aftermarket parts information, labour complaint time forms and small parts listing for payment. All of this and more is available at: [www.ciia.com/provinces/ontario/productivity.html](http://www.ciia.com/provinces/ontario/productivity.html)

### **HARA ISOCYANATE REPORT**

HARA, the autobody, auto refinish and collision repair trade association, today has advised both the Ontario Ministry of Environment and the Ontario Ministry of Consumer and Business Services of their concerns regarding the posting for comment of new isocyanate standards for air emissions from auto refinish facilities. The province has posted for public comment a rationale and description of new air emission standards for types of isocyanate emissions that may escape into the atmospheres from spray-painting activity.

### **INDUSTRY WEB-SITE REACHES 2.5 MILLION HITS**

Yes, It’s true. The industry web site at [www.ciia.com](http://www.ciia.com) operated by HARA, for the one year period ending October 30 recorded over 2.5 million hits. This is the largest use autobody web site in North America and continues to be incredibly popular in our news event, shops and employment sections, says John Norris, HARA’s Executive Director. Hits per day are climbing to over 10,000 per day in November 2004, with over 140,000 people actually making use of the web site during the last 12 months. Over 35 million kilobytes of information were used in the last year with users of the site reading a total of 302,000 separate pages of information. Shops and suppliers can advertise themselves on the site by contacting Helena at [info@ciia.com](mailto:info@ciia.com). All site use is recorded daily and is open for viewing at [www.ciia.com/stats](http://www.ciia.com/stats)

Don’t forget to access the HARA / NABC open house kits, and our free to members profitability manuals

**For further details please visit our news / events section on [www.ciia.com](http://www.ciia.com) or call 1-866-309-HARA (4272)**