



Executive Committee

February 1, 2010

Multi-Residential Apartment Building (MRAB) Audit Program



2009 Program Overview

In 2009, a building audit consisted of:

- an inspection of all building common elements, including garages, mechanical rooms, waste disposal facilities, and property grounds;
- random inspections of apartment units (with tenant consent); and
- on-site availability of the ML&S mobile office to tenants of both subject building and adjacent buildings.



2009

2009 Audit Team

In 2009, the MRAB Audit Team consisted of:

- 12 Municipal Standards Officers (three per District, full-time);
- 1 staff providing office support (full-time);
- 1 staff providing field support (part-time);
- 1 Co-ordinator (full-time); and
- 1 Manager (part-time).



2009

2009 Program Statistics

In the first 12 months of the MRAB program:

- 188 apartment buildings were audited;
- over 960 Orders were issued (as at December 31, 2009);
- over 9,750 deficiencies were cited (as at December 31, 2009);
- 32% of deficiencies resolved (as at December 31, 2009);
- 12 remedial actions were undertaken;
- 16 prosecutions were started;
- millions of dollars in repairs were initiated (over \$6 million in one documented case); and
- 226 unit Orders related to MRAB were issued, with 148 resolved (as at December 31, 2009).



2009

2009 Program Enhancements



In the first year of the MRAB program:

- extended hours were implemented for the mobile office;
- The participation by Toronto Fire and TPH was obtained for a number of audits;
- The individual notification of tenants with respect to audits was implemented;
- the agendas and minutes of the Property Standards Committee were provided on the web;
- the ongoing engagement of landlords and tenants was achieved through the Rental Housing Advisory Committee (3 meetings in 2009);
- there were a number of individual meetings with landlords and landlord groups (7 in 2009); and
- there were a number of individual meetings with tenants groups (7 in 2009).

2010 Planned Program Enhancements



In the coming year, the following enhancements are planned:

- expansion of the building audit team from 12 to 14 officers (as of January 1, 2010);
- creation of a two-officer team dedicated to undertake re-inspections and achieve compliance on buildings, including those audited in 2009;
- the audit at least 200 buildings;
- the elimination of witness fees for tenants before the Landlord and Tenant Tribunal (as of January 1, 2010);
- the enhanced notification of audits on the web site (from two to three weeks);
- the availability of enforcement protocols on the web site;
- a mechanism for tenants to more easily track apartment unit Orders;

2010 Planned Program Enhancements



(continued):

- receipt of Orders by landlords within ten business days of the initial audit;
- re-inspections to take place within five business days of the expiry of a confirmed Order; and
- Ongoing engagement with landlords to make the audit process more effective and efficient (e.g., the City is currently involved in discussions on how the Federation of Rental-housing Providers of Ontario Certified Rental Building Program might be linked to the MRAB audit regime).

2010

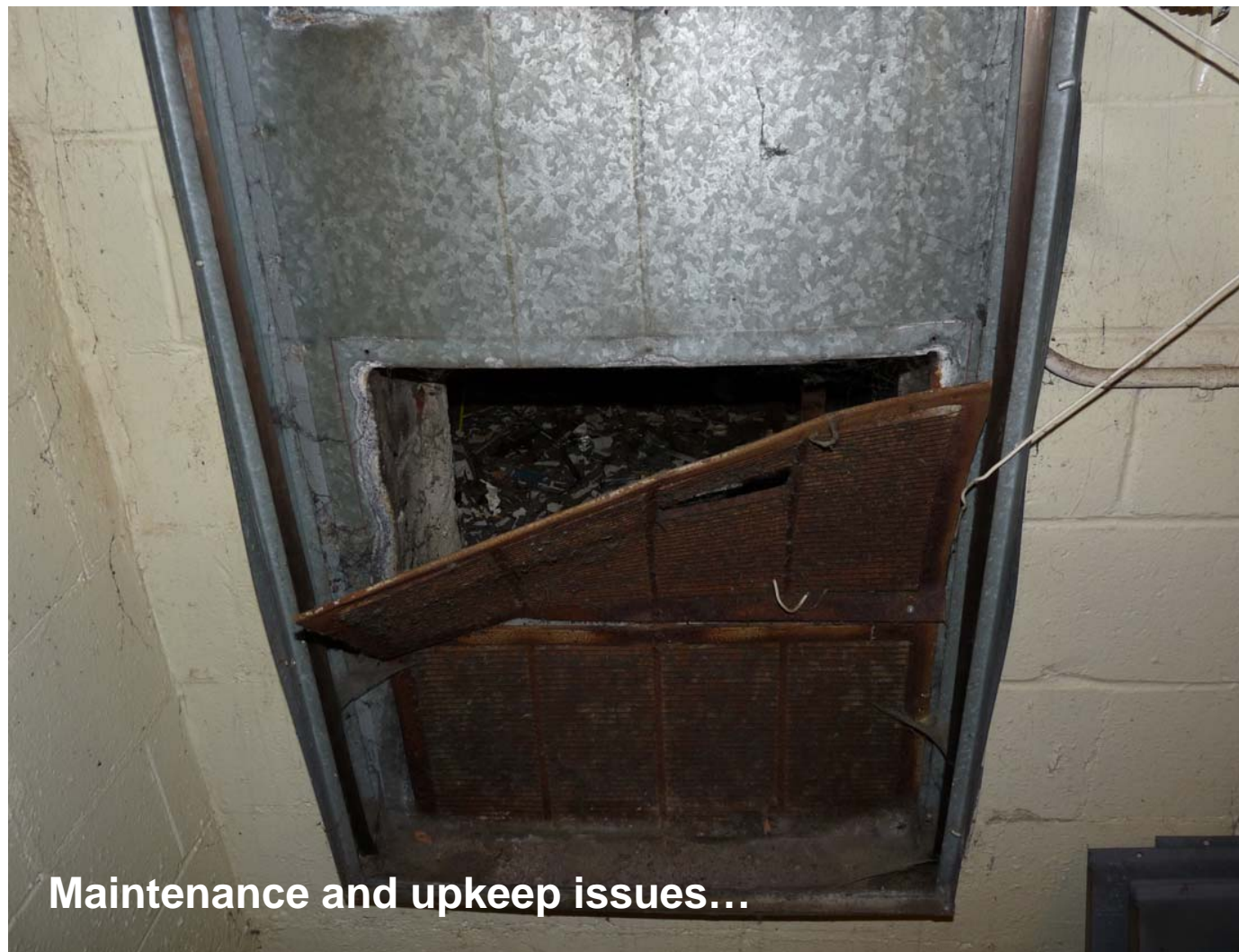
Some of the things we found...



Security issues...



Some of the things we found...



Maintenance and upkeep issues...

Some of the things we found...



Dilapidated concrete...



Some of the things we found...



Structural damage...



Before and after our audits...

Before...



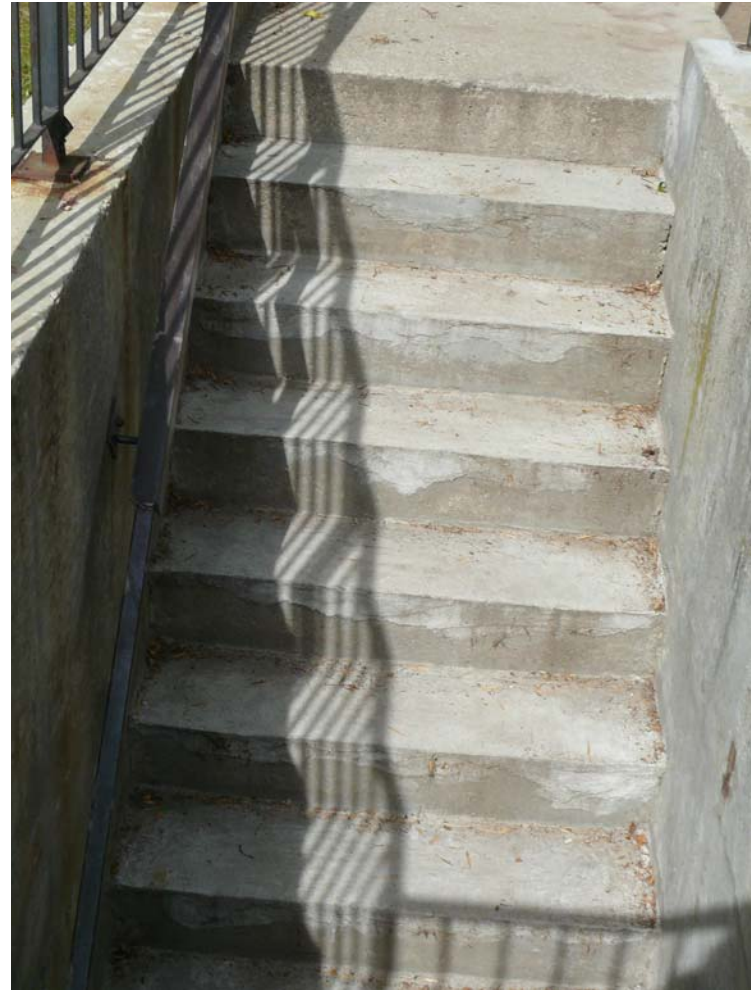
After...



Before and after our audits...



Before...



After...



Before and after our audits...



Before...



After...

Before and after our audits...



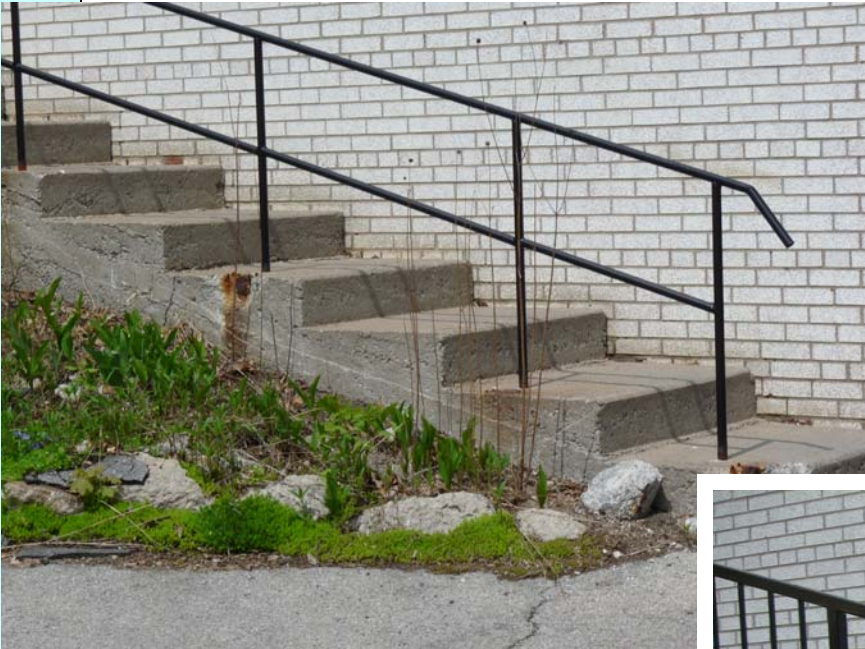
Before...



After...



Before and after our audits...



Before...



After...



Before and after our audits...

Before...



After...



Before and after our audits...



Before...



After...





Before and after our audits...

Before...



After...



Before and after our audits...

Before...



After...



Before and after our audits...



Before...



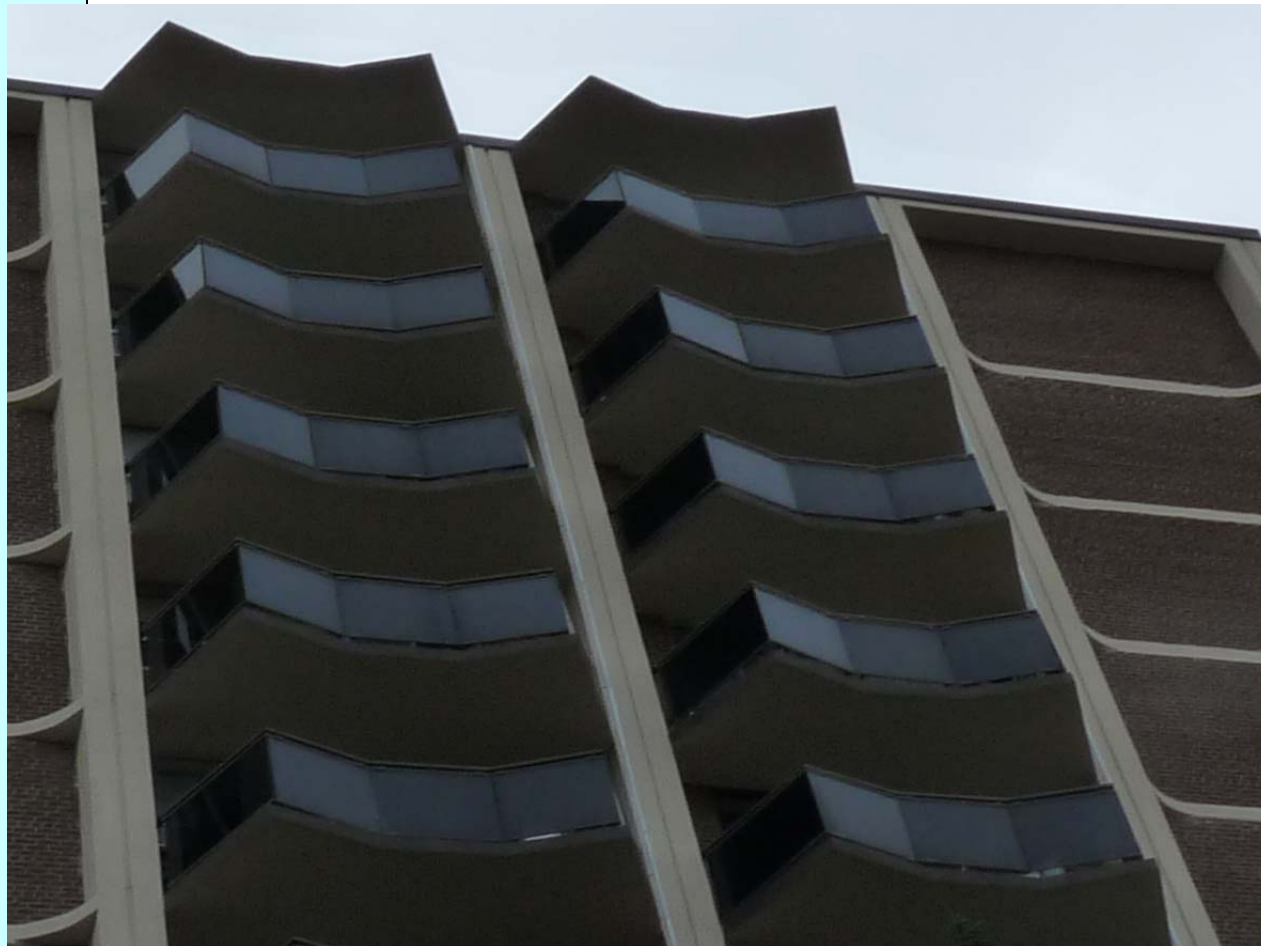
Before and after our audits...



During...



Before and after our audits...



After...

Ensuring the health and safety of all...



Missing window devices...