TORONTO Municipal Licensing & Standards

PRESENTATION

Multi-Residential Apartment Building Audit Program

June 25, 2010

MRAB in 2009

Building Audit Program Elements

- 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)
- on-site availability of ML&S mobile office to tenants of both subject building and adjacent buildings

MRAB Mobile Office

MRAB in 2009

Building Audit Program Team

- 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)
- 1 Manager (part-time)

MRAB Mobile Office

MRAB program statistics

As at June 1, 2010:

	2009 (Dec. 1 / 08 – Dec. 31 / 09)	2010 (Jan. 1 – May 31)
Buildings audited (cumulative)	187	274
Deficiencies (cumulative)	10,611	16,098
Completion rate (cumulative)	51.7%	36.0%
Less: appealed and not expired	60.6%	52.3%

MRAB in 2009

Program Enhancements made in 2009

- Participation by Toronto Fire and TPH
- Individual notification of building audits to tenants
- PSC agenda and minutes provided on the web
- Ongoing engagement of landlords and tenants through the RHAC (3 meetings in 2009)
- Individual meetings with landlords and landlord groups (5 in 2009)
- Individual meetings with tenants groups (11 in 2009)
- Extended hours implemented for the mobile community office

Tenant Engagement

In 2009:

- Tenants individually notified of building audit and of attendance by mobile community office
- Audit notices posted in building's common areas
- Officers knocked on a random basis on 10% of all units of audited building
- Mobile community office was deployed days and evenings to receive complaints from tenants:

	Total # of apartments in the 34 buildings sampled	Total no. of tenants who walked up	
During daytime attendances	4,972 (191/bldg)	130 (5.0/bldg)	2.6%
During evening attendances	1,893 (237/bldg)	58 (7.3/bldg)	3.1%
	6,865 (202/bldg)	188 (5.5/bldg)	2.7%

MRAB in 2010

Program Enhancements Planned for 2010

- Expansion of audit team from 12 to 14 officers (as of January 1, 2010)
- Dedicated two-officer team to undertake re-inspections and achieve compliance on buildings, including those audited in 2009
- Targeting to audit at least 200 buildings
- Elimination of witness fees for tenants before the Landlord and Tenant Tribunal (as of January 1, 2010)
- Enhanced notification of audits on the web site
- Enforcement protocols to be available on the web site
- Mechanism for tenants to more easily track unit Orders
- Enhanced notification to tenants of PSC and court appeals

MRAB in 2010

Program Enhancements Planned for 2010

- Orders to be generated within ten business days of the initial audit
- Re-inspections to take place within five business days of the expiry of a confirmed Order
- 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
- ML&S has nearly completed a preliminary survey of about 4,000 apartment buildings to provide a strengthened basis for audit program selection

Tenant input

Here's what tenant groups requested:

- ☑ Boost MRAB audit team staffing levels
- ☑ Place focus on rental units as much as on the common areas of buildings and make it easier for tenants to lodge complaints
- ☑ Involve other agencies and City divisions
- ☑ Make complaint process seamless
- ☑ Make tracking of Orders easier and more transparent
- ☑ Raise re-inspection fees
- ☒ Arrange for permanent notification boxes in buildings
- ☑ Simplify tenant notices
- ☑ Eliminate witness fees
- ☑ Improve building selection process

Here's a sample of what we found during inspections last year:

Clean City
Beautiful City

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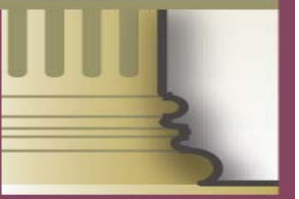

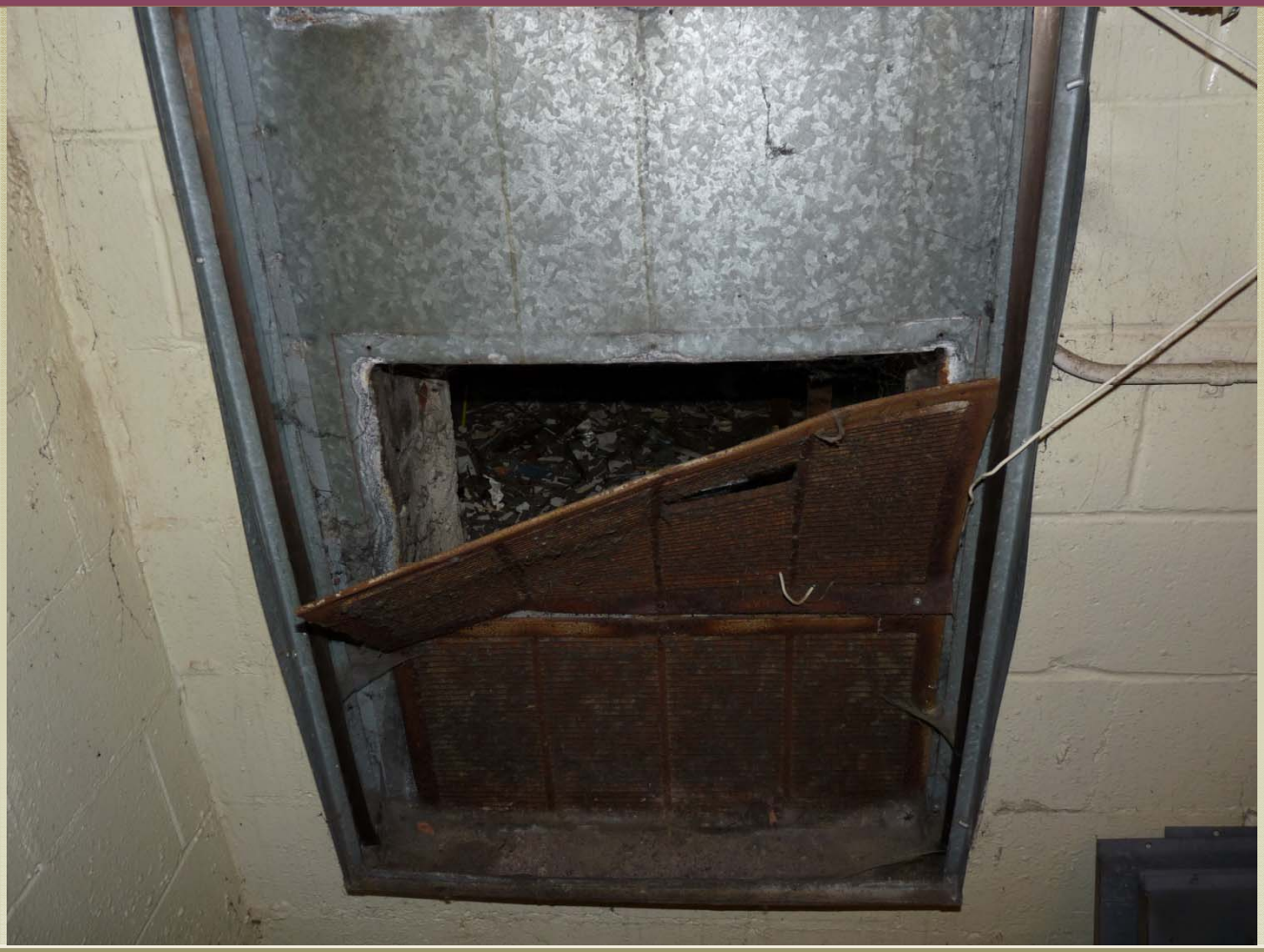

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Here's what some of the improvements look like now:

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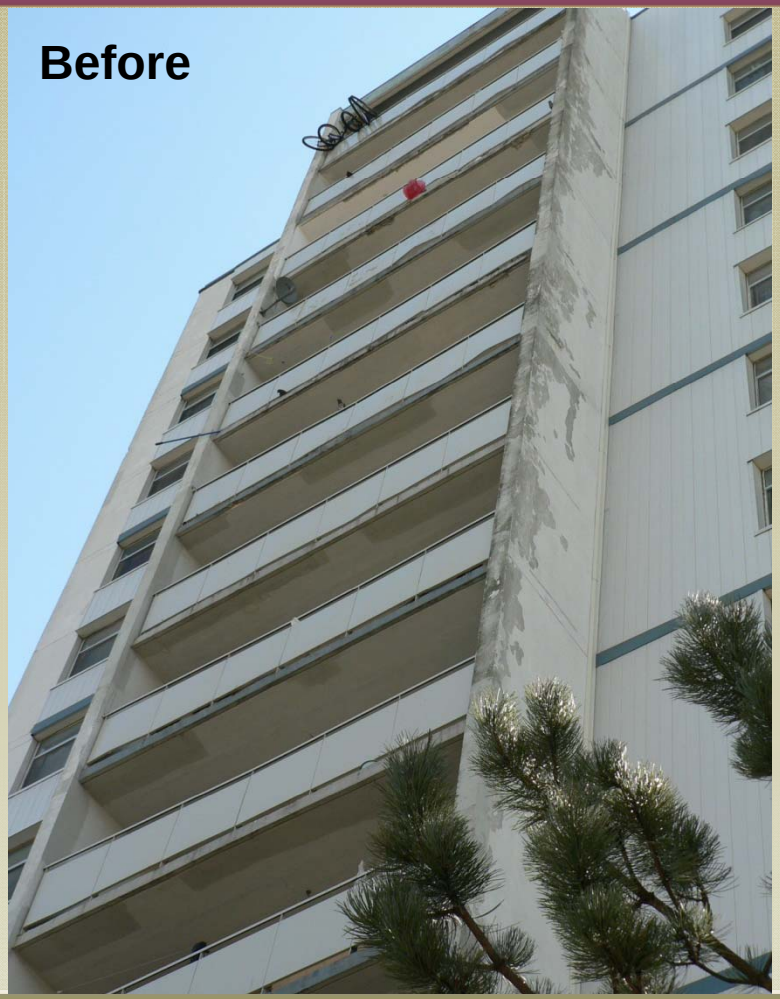
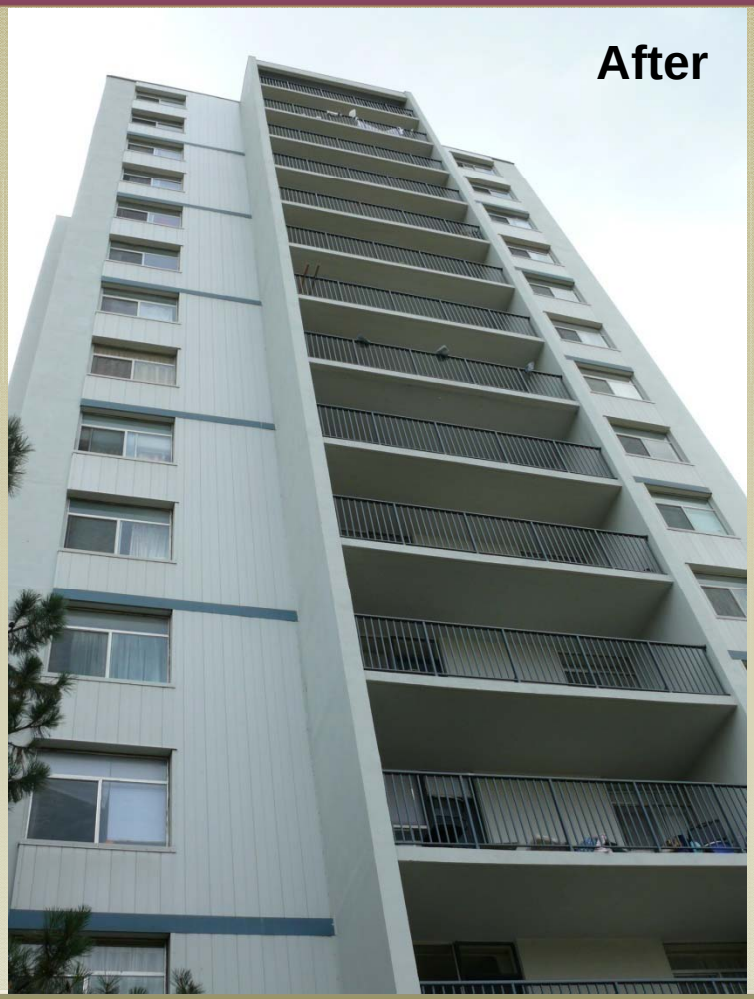
Before



After



Before

After

Before

After

Before

After

Before

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Before

After

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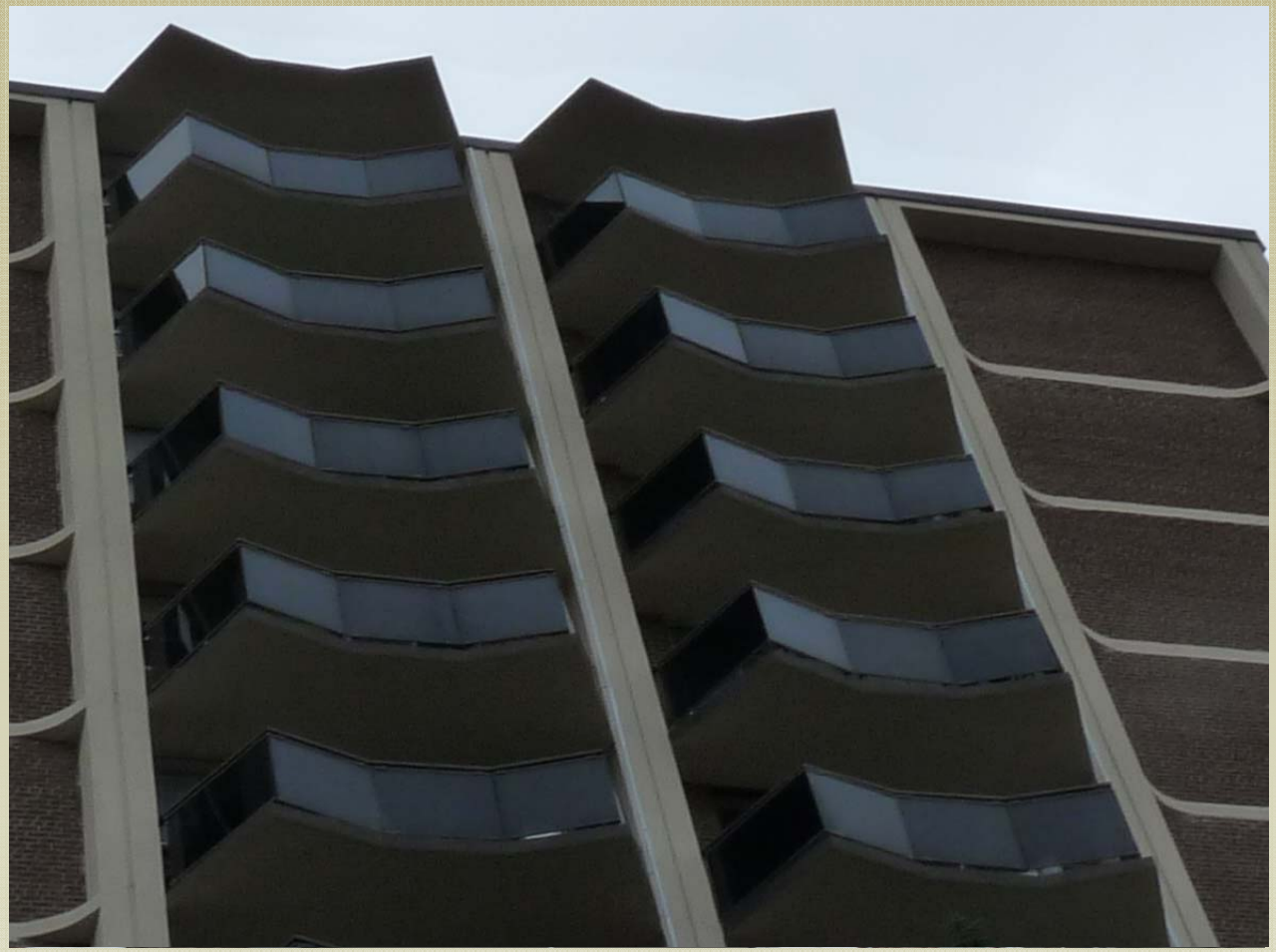
Before

After

Before

During

After



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