



## Decision Letter

### Tenant Issues Committee

<b>Meeting No.</b>	3	<b>Contact</b>	Jennifer Lin, Committee Secretary
<b>Meeting Date</b>	Tuesday, May 17, 2016	<b>Phone</b>	416-392-4666
<b>Start Time</b>	7:00 PM	<b>E-mail</b>	exc@toronto.ca
<b>Location</b>	Committee Room 2, City Hall	<b>Chair</b>	Councillor Josh Matlow

TD3.2	ACTION	Adopted		Ward:All
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#### **Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program - 2015 Annual Report**

##### **Committee Decision**

The Tenant Issues Committee recommends that:

1. City Council delegate to the Executive Director, Municipal Licensing and Standards the authority to waive witness fees for Landlord and Tenant Board proceedings when Municipal Standards Officers are summoned to attend by a tenant.

##### **Decision Advice and Other Information**

The Director, Investigation Services, Municipal Licensing and Standards gave a presentation on Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program 2015 Annual Report - Improving the Quality of Rental Housing in Toronto.

##### **Origin**

(May 3, 2016) Report from the Executive Director, Municipal Licensing and Standards

##### **Summary**

This report provides the annual update on the Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program. The goal of the program is to ensure that minimum property and maintenance standards within multi-residential rental properties are maintained in accordance with the City's property standards by-laws and other applicable regulations. The goal contributes to Municipal Licensing and Standard's overarching vision that every person deserves a safe, secure and decent place to live. Since 2008, the program has audited 1,046 rental apartment buildings in Toronto.

This report describes operational enhancements undertaken in 2015 to improve efficiency and increase the impact of the MRAB program on the quality of rental housing in Toronto. The enhancements focussed on resolution and escalated enforcement, increased landlord engagement, new collaborations with stakeholders and a city-wide tenant education campaign. In response to requests from tenant organizations, this report proposes that City Council delegate to the Executive Director, Municipal Licensing and Standards the authority to waive witness fees for Landlord and Tenant Board proceedings when Municipal Standards Officers are summoned to attend by a tenant.

This report also provides 2015 year-end data related to program activities. In 2015, MRAB staff conducted 193 pre-audit assessments and 84 audits of multi-residential apartment buildings. Staff also conducted 1,917 re-inspections, closing 575 orders and rectifying 6,607 deficiencies. In response to wilfully non-compliant building owners, staff conducted six remedial actions that resulted in \$111,331.94 being added to the owners' property taxes. As a result of these activities, the rate of compliance with orders in private and Toronto Community Housing-owned buildings has increased from 82 percent to 89 percent since the last annual report.

### **Background Information**

(May 3, 2016) Report from the Executive Director, Municipal Licensing and Standards on Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program - 2015 Annual Report

(<http://www.toronto.ca/legdocs/mmis/2016/td/bgrd/backgroundfile-92881.pdf>)

Attachment 1 - Map of MRAB audit locations, 2008-2015 and Map of MRAB pre-audit assessment locations, 2015

(<http://www.toronto.ca/legdocs/mmis/2016/td/bgrd/backgroundfile-92882.pdf>)

Attachment 2 - Annual statistics and analysis for MRAB activities, 2008-2015

(<http://www.toronto.ca/legdocs/mmis/2016/td/bgrd/backgroundfile-93001.pdf>)

Attachment 3 - MRAB case studies, 2015

(<http://www.toronto.ca/legdocs/mmis/2016/td/bgrd/backgroundfile-93002.pdf>)

Attachment 4 - Risk-based assessment tool for audit selection

(<http://www.toronto.ca/legdocs/mmis/2016/td/bgrd/backgroundfile-92884.pdf>)

(May 17, 2016) Presentation from the Director, Investigation Services, Municipal Licensing and Standards on Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program 2015 Annual Report - Improving the Quality of Rental Housing in Toronto

(<http://www.toronto.ca/legdocs/mmis/2016/td/bard/backgroundfile-93136.pdf>)

### **Communications**

(May 17, 2016) Submission from Kenn Hale, Advocacy Centre for Tenants Ontario - ACTO (TD.New.TD3.2.1)

(<http://www.toronto.ca/legdocs/mmis/2016/td/comm/communicationfile-60717.pdf>)

### **Speakers**

Geri Stevens, Co-Chairperson, East York ACORN

Kenn Hale, Advocacy Centre for Tenants Ontario

Daryl Chong, President and CEO, Greater Toronto Apartment Association

Helen Chilas, President, 1501 Tenants Association

Mark Harris

Harold Myshrall