

Re: LS11.3

MRAB - 2015 Annual Report

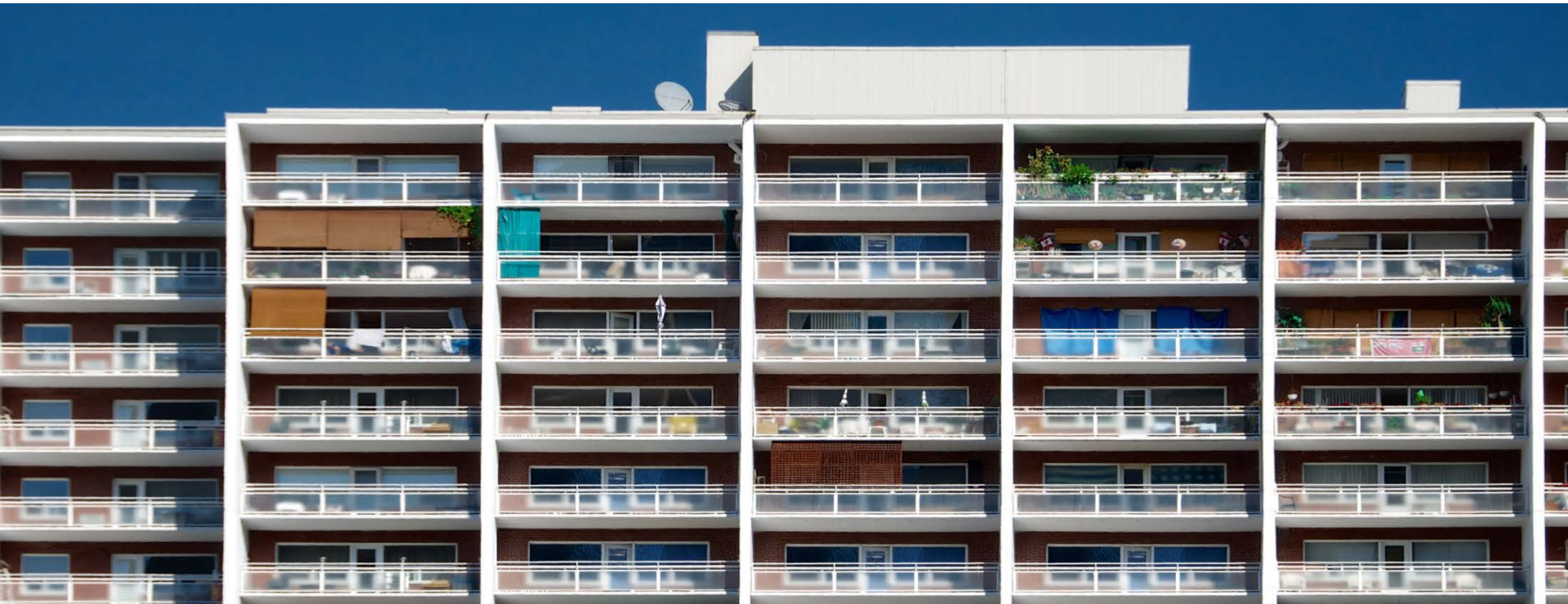
Improving the quality of rental housing in Toronto

**Licensing and Standards Committee
City Hall, Committee Room 1**

Thursday, May 19, 2016

Mark Sruga, Director of Investigation Services
Municipal Licensing & Standards

Every tenant deserves a safe, secure and decent place to live.



In-suite inspections

MRAB audits

Enforcement Actions

- Remedial actions
- Prosecutions

- MRAB Audit Program began in December 2008 to ensure **minimum property and maintenance standards** are maintained within multi-residential rental properties
- Program focuses on rental accommodations of 10 or more dwelling units.
- Prioritizes high-risk buildings
- Comprehensive inspection of all common areas i.e. garage, mechanical rooms, lobby, hallways, exterior areas
- MRAB has 1 Supervisor, 16 Municipal Standard Officers, and 1 Support Assistant assigned to program

1

- **Increase compliance with by-laws**

2

- **Prioritize focus on higher risk conditions**

3

- **Generate greater awareness about standards and the enforcement process**

4

- **Ensure minimum property standards are maintained over time**

Risk-Based Audit Selection Process

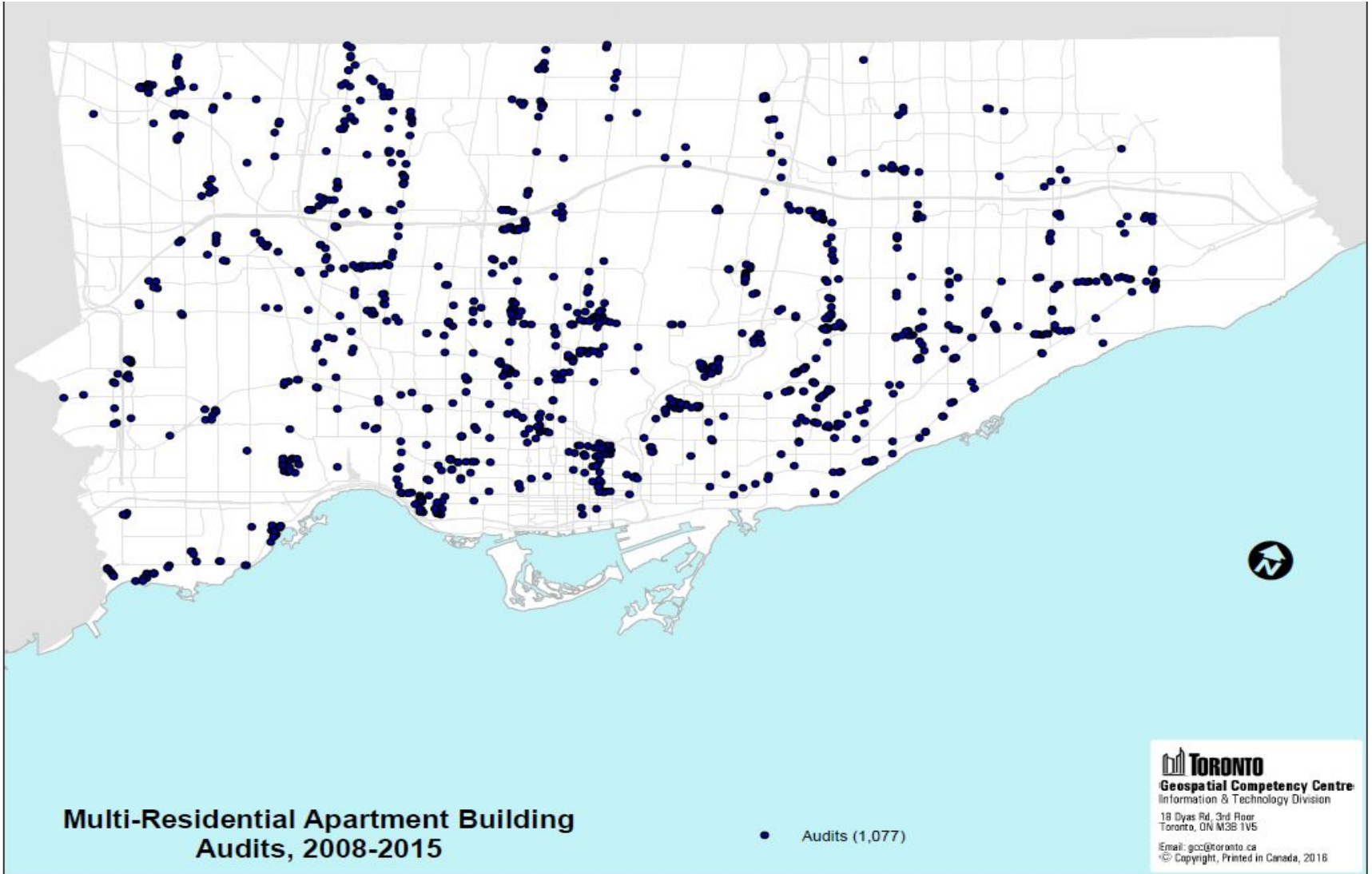


Risk-Based
Assessment
Tool

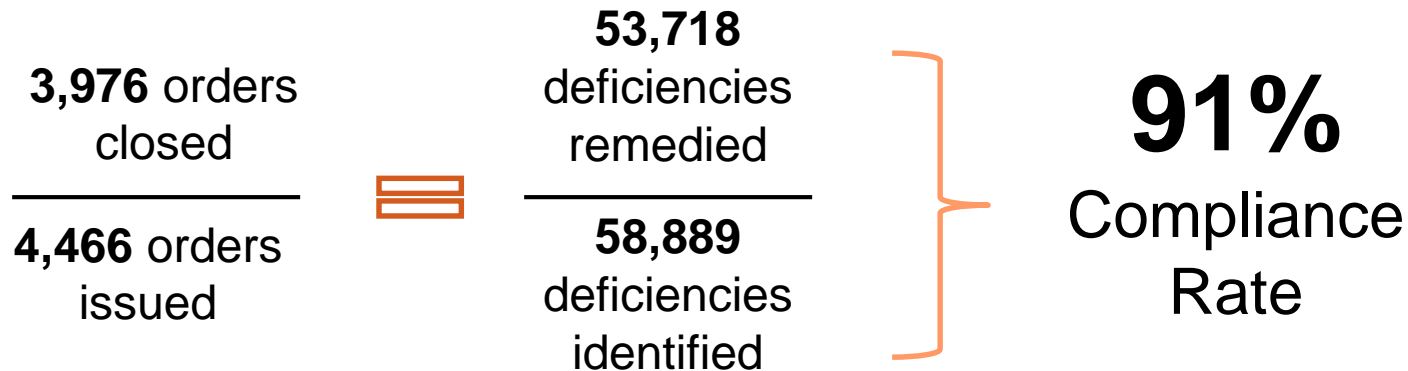
Structural Sufficiency

Building Envelope

Health & Safety



of multi-residential buildings audited: **1046**





193 pre-audit assessments were conducted across the city.

 Staff completed **84** audits and identified **4,971** deficiencies.

1,917 re-inspections were conducted to confirm compliance with orders.



Compliance rate with orders increased by **7%**



Commit to re-inspections

- Collected in \$98,868 in re-inspection fees
- Closing 575 orders
- Addressing 6,607 deficiencies

Meaningful landlord engagement

- Property owners invited to develop action plans, which prioritize health and safety repairs, set realistic deadlines for completion of orders and incorporate larger capital improvement plans
- Staff received and reviewed 161 action plans

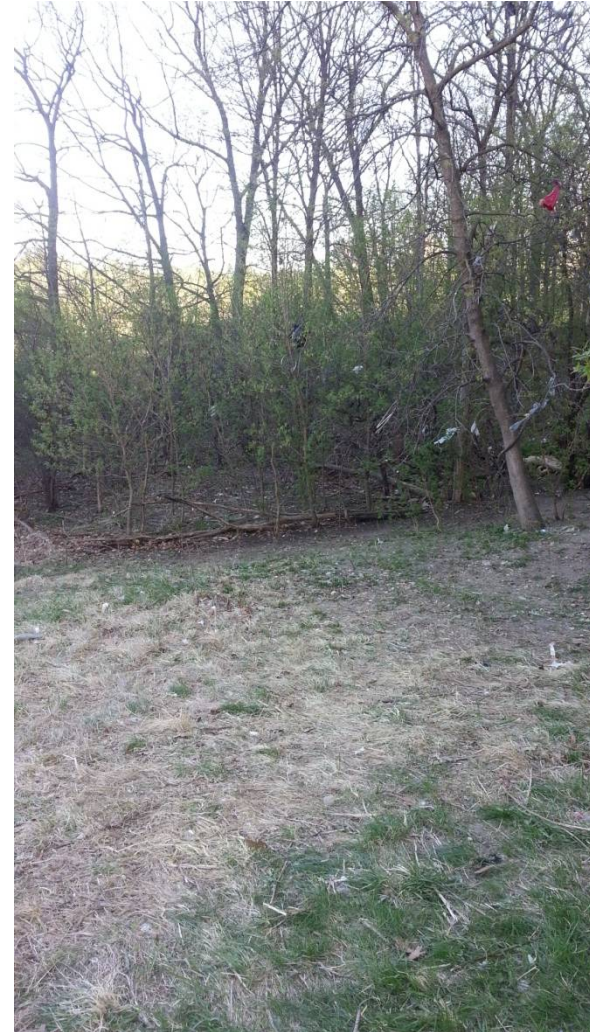
Escalated enforcement

- 6 remedial actions against non-compliant landlords
- Remedial actions cost: \$111,331.94

- City will hire contractors rectify the property violations
- Costs incurred are added to the property's municipal taxes



Photo: 1 of 4









Items found during the clean up of the playground at 2777 Kipling.

- In 2015, the MRAB mobile office assisted 329 tenants and received 89 repair requests.
- ML&S is providing tenants with copies of in-suite orders, either in person or using registered mail.
- Implemented city-wide tenant rights education campaign, which included advertisements in newspapers (English and multi-lingual), TTC interiors, street level posters (convenience stores, etc.), elevators in apartment buildings, and more.



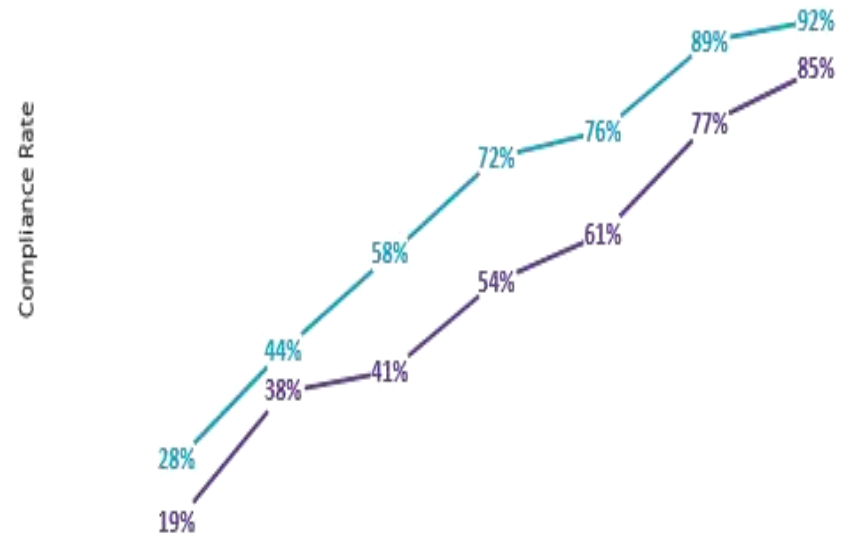
Dedicated website:
www.toronto.ca/tenantrights

- Meeting with key tenant and landlord organization to generate awareness about MRAB, collect feedback and build partnerships, including:
 - Acorn
 - Federation of Metro Tenants' Associations (FMTA)
 - Advocacy Centre for Tenants Ontario (ACTO)
 - Greater Toronto Apartment Association (GTAA)
- ACTO and MRAB organized 3 joint-training sessions for MSOs to increase mutual understanding of respective roles

Building Partnerships

Toronto Community Housing Corporation (TCHC) and MRAB have designated staff to facilitate communication and coordinate action plans to effectively reduce and manage all outstanding orders and deficiencies.

As a result, the compliance rate for deficiencies in TCHC buildings has increased by 24% since the end of 2013.



	2009	2010	2011	2012	2013	2014	2015
— Non-TCHC	28%	44%	58%	72%	76%	89%	92%
— TCHC	19%	38%	41%	54%	61%	77%	85%

Year

Building partnerships with other regulatory agencies to improve the quality of rental housing in Toronto including,

- Electrical Safety Authority has started to attend MRAB audits in 2015. As a result, ESA issued 90 orders – 10 of which were deemed an immediate safety hazard.
- Created joint inspection protocol with Toronto Fire Services.
- Technical Standards Safety Authority (TSSA) and Toronto Building participate in audits, if needed.
- Exploring future partnership opportunities with Enbridge, Toronto Hydro and Insurance Bureau of Canada.

THANK YOU