

Re: PH19.6



# RentSafeTO: Colour-coded Rating System, By-law Amendments, and Program Updates

December 2020 Report to Planning and Housing Committee



# Background

- [City Council directed staff](#) to create a rating system for apartment buildings similar to [DineSafe](#).
- Rating system to include “a colour-coded sign that displays the City's rating in a prominent, publicly identifiable location along with posting the same information on the RentSafe website”.
- This report was initially expected at the Planning and Housing Committee in April 2020, but was delayed due to COVID-19.
  - Previously-planned program changes, including updates to evaluation tool, were also delayed due to COVID-19.

# Proposed Rating System

- Requires a rating sign to be posted with the building's score in a location visible from the outside, effective June 1, 2021.
- Introduces fees for re-evaluation (\$316.06) and rating sign replacement (\$26.88); waived for social housing providers.
- Assigns each building a colour based on its evaluation score, modeled after the DineSafe program (City of Toronto).
- Building ratings will be available on the City's webpage.

# Proposed Rating System Approach

SCORE	NEXT STEP	RATING SIGN COLOUR	# OF BUILDINGS	% OF BUILDINGS
<b>50% and below</b>	Building to receive full audit	<b>Red</b>	30	1%
<b>51% to 65%</b>	Building to be evaluated in 1 year	<b>Yellow</b>	373	11%
<b>66% to 85%</b>	Building to be evaluated in 2 years	<b>Light Green</b>	2,521	73%
<b>86% and above</b>	Building to be evaluated in 3 years	<b>Dark Green</b>	523	15%

# Draft Rating Signs

- Modeled on DineSafe
- Results in numbers, words, and colour
- Evaluation Score
- Verbal rating
- Longer description
- Next steps
- Program details



**TORONTO**

City of Toronto Evaluation Score

# 95%

**GOOD**

Common areas met the City of Toronto's apartment building standards on the day of the evaluation.

This apartment building was evaluated by the City of Toronto in accordance with the Toronto Municipal Code Chapter 354, Apartment Buildings, on:

**MONTH DD, YYYY**

Details about this building's evaluation are available online at [toronto.ca/rentsafeto](https://toronto.ca/rentsafeto)

ADDRESS: \_\_\_\_\_  
BUILDING OWNER/OPERATOR: \_\_\_\_\_

**Re-evaluation to take place within 3 years**

**Have an issue with your building?**  
Talk to your landlord first.  
If problems persist, contact 311 for the RentSafeTO team.



 RentSafeTO    [toronto.ca/rentsafeto](https://toronto.ca/rentsafeto)    Call **3 1 1**

# Light Green Rating Sign



**TORONTO**  
City of Toronto Evaluation Score  
**75%**  
**SATISFACTORY**

Common areas met most of the City of Toronto's apartment building standards on the day of the evaluation.

This apartment building was evaluated by the City of Toronto in accordance with the Toronto Municipal Code Chapter 354, Apartment Buildings, on:

**MONTH DD, YYYY**

Details about this building's evaluation are available online at [toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

ADDRESS: \_\_\_\_\_  
BUILDING OWNER/OPERATOR: \_\_\_\_\_

**Re-evaluation to take place within 2 years**

**Have an issue with your building?**  
Talk to your landlord first.  
If problems persist, contact 311 for the RentSafeTO team.



[toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

Call **311**

# Yellow Rating Sign



City of Toronto Evaluation Score

# 55%

## NEEDS IMPROVEMENT

Most common areas met the City of Toronto's apartment building standards on the day of the evaluation, with some areas of improvement identified.

This apartment building was evaluated by the City of Toronto in accordance with the Toronto Municipal Code Chapter 354, Apartment Buildings, on:

**MONTH DD, YYYY**

Details about this building's evaluation are available online at [toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

ADDRESS: \_\_\_\_\_

BUILDING OWNER/OPERATOR: \_\_\_\_\_

**Re-evaluation to take place within 1 year**

**Have an issue with your building?**

Talk to your landlord first.  
If problems persist, contact 311 for the RentSafeTO team.



[toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

Call **311**

# Red Rating Sign



City of Toronto Evaluation Score

# 45%

## UNSATISFACTORY

The common areas did not meet the City of Toronto's apartment building standards on the day of the evaluation and a full building audit will be conducted.

This apartment building was evaluated by the City of Toronto in accordance with the Toronto Municipal Code Chapter 354, Apartment Buildings, on:

### MONTH DD, YYYY

Details about this building's evaluation are available online at [toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

ADDRESS: \_\_\_\_\_

BUILDING OWNER/OPERATOR: \_\_\_\_\_

**Full building audit to take place within 6 months**

**Have an issue with your building?**

Talk to your landlord first.  
If problems persist, contact 311 for the RentSafeTO team.



[toronto.ca/rentsafeto](http://toronto.ca/rentsafeto)

Call **3 1 1**

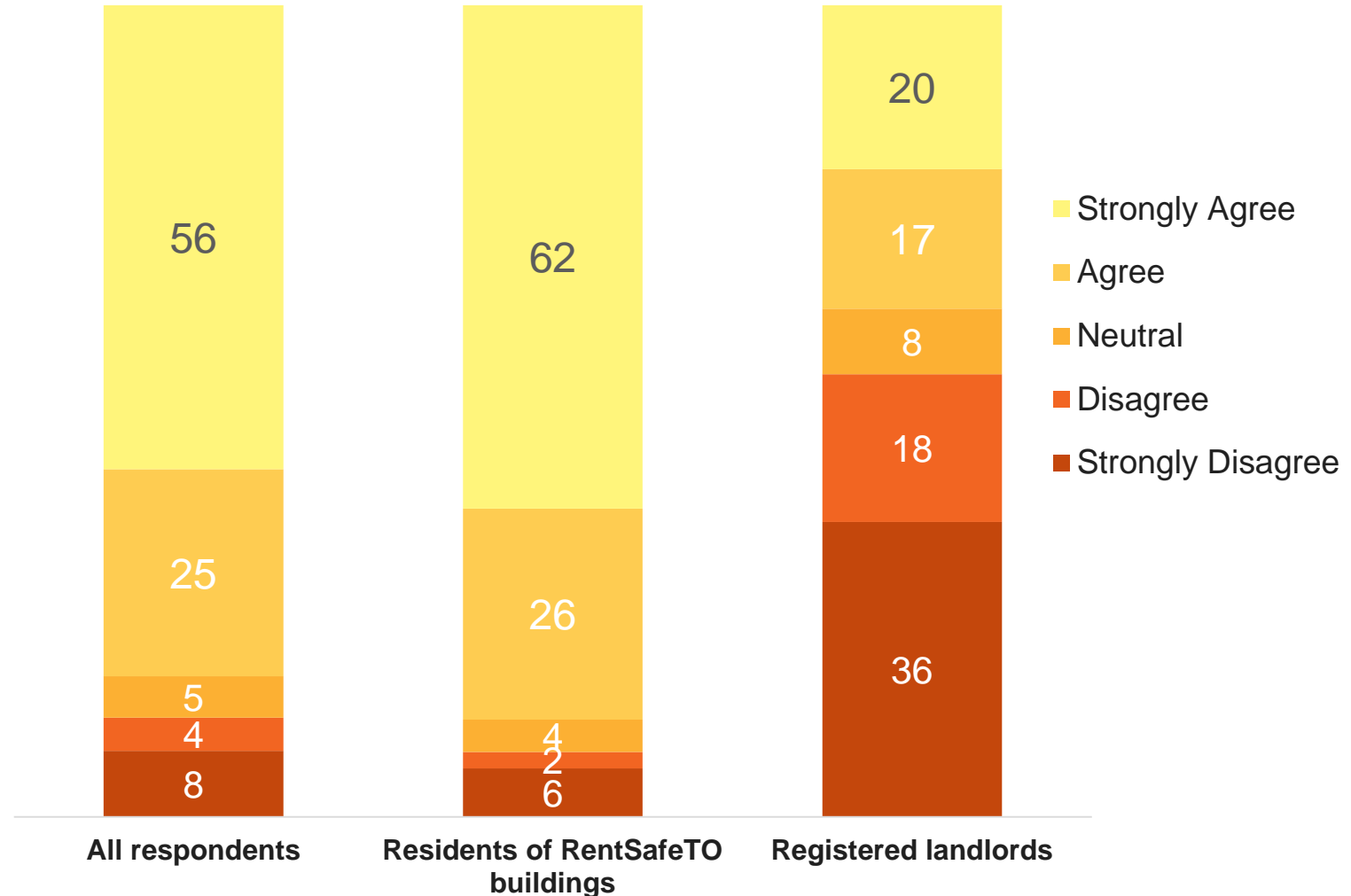


# Consultation Process

- Drop-in consultation with ~100 attendees.
- Online survey 1,900+ respondents.
- Residents were generally supportive (81%), with higher support among renters in apartment buildings (88%).
- Landlords were generally less supportive (37%).

## Agreement (%) with the statement “I think the rating system is a good idea”

(rebased to exclude “don’t know” responses)



# Evaluation Tool

## Where we are now (2017 – Present)

- Evaluations started in 2017.
- Scores 20 categories.
- Covers common areas.
- Designed to identify low-scoring buildings to target for enforcement (audits).

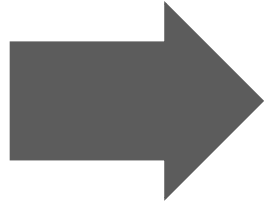
## Where we are going (Q2 2021 – Q1 2022)

- Rebuilding evaluation tool to better reflect maintenance and be a more useful tool for tenants.
- Include Orders, in-suite issues, notification boards, mandatory plans, and weighed scores to reflect impact on quality of life.
- Third-party consultant and stakeholder consultations.

# Implementation

## Phase One (Q1 2021 – Q2 2021)

- Public education
- Stakeholder engagement
- June 1 rating sign roll-out
- Online platform



## Phase Two (Q2 2021 – Q1 2022)

- Education and enforcement
- Refine online platform
- Evaluation tool updates with external partners

# Stakeholder Engagement

- RFP for door-to-door tenant engagement was issued in February 2020, but had to be cancelled due to COVID-19.
- Updated engagement strategy is being developed for 2021, which will find alternative ways to engage tenants.
- Hiring a Stakeholder Engagement Lead.
- MLS 2021 budget includes RentSafeTO advertising and engagement funds.

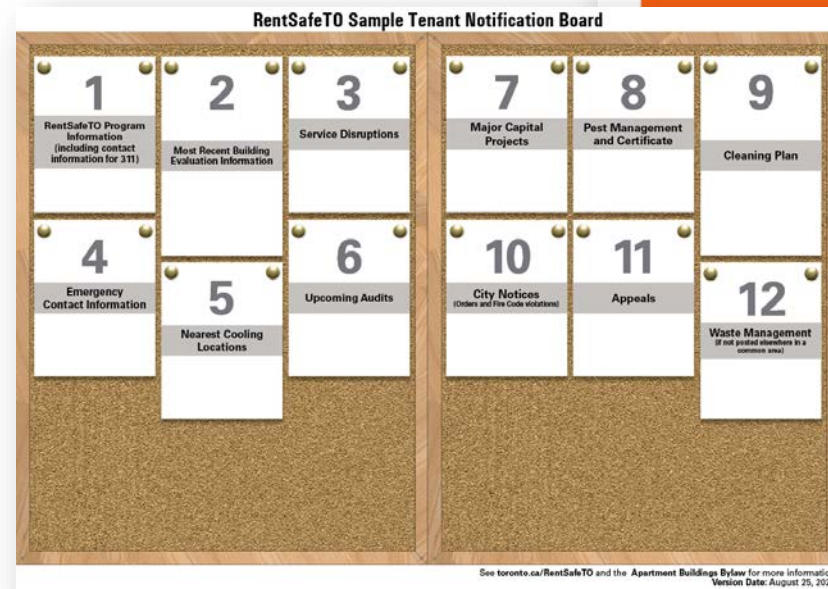
# Additional Directives

- **Insurance:** mandatory insurance for apartment owners and tenants is not being recommended.
- **Increased fines:** fines increased by \$100 and are now in place, as approved by the Province in July.
- **Remedial action:** staff are working to finalize new cleaning and painting contracts.
- **Standard operating procedures:** all RentSafeTO SOPs have been updated and staff have been trained.
- **Administrative penalty system:** project initiation and planning is underway.

# Recent Program Enhancements

- Improvements to evaluation notification and scheduling.
- Clarifying tenant notification board requirements.
- Better tenant engagement supports during audits.
- Updated Building Owner Handbook.
- Air conditioning FAQs.
- Website updates, including aligning with the new [toronto.ca/renterhelp](https://toronto.ca/renterhelp) portal.

Updated Building Owners Handbook  
([LINK](#))



New Tenant Notification Board Graphic  
([LINK](#))

# Thank you

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